

CHAPTER I

INTRODUCTION

1.1 Background

Public policy innovation is a strategic matter for both the government and the community. Public policy at this time needs to be innovative to adapt to technological developments and the demands of society in the disruptive era. This is by the opinion of Suhendra and Suprianto (Suhendra, 2018; Supriyanto, 2016) that the emphasis on government is the need to follow changes that occur due to information technology. The role of advances in information technology in the delivery of public services in the Indonesian government has been recognized. Various government agencies already have their web pages or utilities up and running. However, only part of the service sites are interactive and the majority of them only display static data.

Information technology continues to be a driving force in government policy-making (Suwarno, 2020). Information technology is man-made to make production easier and more cost-effective (Mutiarin et al., 2019). Nevertheless, there are still some challenges that arise in the practice of implementing the policy. To support this, the government should be more responsive in responding to a change for better performance. The responsive government provides a more effective impact in running the wheels of government. Responsiveness itself has an understanding, namely an attitude that shows to respond or respond more quickly and does not feel indifferent to existing problems (Karno, 2016).

Responsive government can be seen in that it describes the extent to which the government responds to the needs and efforts of citizens, as well as the extent to which public policies and institutions respond to the needs of citizens and defend their rights. According to A. Mukhtie Fadjar, responsive laws have two unique characteristics, namely a change in focus from law to values and goals and the importance of a populist character, both as a legal goal and a means to achieve it (Suharjono,2014). Shallow responsiveness refers to an established, functional, and transparent communication loop. This relates to the government's internal reporting and accountability processes, as well as public and citizen contacts. Deep responsiveness, on the other hand, means the creation of political participation, including by the state and the people. Simply put, it is a democratic practice that places deliberation and negotiation at the heart of civic engagement. The goal is to achieve openness that leads to responsibility and empowers people (McGee, 2014).

The adoption of responsive public policies and providing space for community growth separately in the process of designing, enforcing, and reviewing policies will have a long-term effect on improving people's welfare (A. Sururi, 2019). Independently from planning, implementing, and updating laws and regulations, the implementation of responsive public policies that encourage community development will have a long-term focus on improving people's welfare. The good governance policy index consists of transparency, accountability, and participation (Jaiyen et al., 2020). Consequently, contacts

between certain government officials and the general public are required to implement innovative public policies.

Public policy is a substance that is prepared to formulate the public interest and involves the entire public sector from the planning stage to policy implementation (Herdiana, 2018). In this situation, the public is the main policy agent who understands and is aware of its own needs and interests, and the government's position does not seem to be far from that of decision and regulatory makers (Sulistyaningsih et al., 2021). The stated policy must be successful if public policy performance is better able to adapt and innovate in response to different changes to foster good performance among multiple stakeholders. In addition, political affiliation influences the ideology that motivates a person to innovate in public services varies between individuals (Dewi et al., 2020).

Innovation is used in various contexts and is also one of the key elements in addressing and resolving various issues that affect individuals, communities, organizations, and nations. Introduction of laws and regulations regarding inventions found in Number 23 of 2014 in Indonesia. Regional innovation, as stated, is needed to improve the efficiency of local government organizations and local government innovation (Ahmad Sururi, 2017). In implementing public policy, the state acts as a mediator and administrator of public policy, mostly in governance and public affairs. At the same time, innovation is a strategic keyword when policy performance and results can no longer meet the demands and dynamics of an increasingly diverse society. Innovation is

expected to help make and evaluate the policy sector in broader policy references (Suwarno, 2020). If there is a change in public policy governance, it must be seen as one of the innovations that will spur more effective and efficient things for the community (Lestarini et al., 2020).

Government policies to facilitate innovative activities have led to government participation in innovation, which is not limited to providing funds, educational and research institutions, and research facilities, but also in determining or changing fiscal and monetary policies and investment and trade policies. Policy innovation in this context seeks to increase productivity, effect, and excellence for the interests of society (Ryan, 2014). On the other hand, a conventional public policy is described as one that does not promote competition or support the public good. Bureaucratic ingenuity in building the power of change and innovative ideas is one of the most critical criteria in encouraging the growth of policy innovation. There are some fundamental gaps in public policy. First, policies usually overturn previous or conflicting policies, and second, policies in innovation come in different levels of creativity. In the public sector, creativity usually requires innovative ways of providing services. Sometimes, governments create innovative services, which may be equivalent to new products in the private sector (Navarro, 2016).

Innovations in public policy, both in theory and in substance, will offer reinforcement in responding to and overcoming societal challenges. Development gaps resulting from lack of proper policy research, corruption of elected officials, food security, hunger and jobs, and poor schools are just

indicators of a lack of public policy in addressing these problems. Innovation is a better choice in the current and future aspects of public policy (Ahmad Sururi, 2017). Talking about innovation in the public sector, the government has several policy positions regarding these innovations, including policy innovation, policy-making methods, and policies to develop and distribute innovations (Alghamdi & Beloff, 2016).

Innovative governments have an important role in making public policies so that these policies can achieve better outcomes. Public policy organizers must be faster and more precise in responding to public policy innovations in government agencies. To realize this, the government needs to innovate using technology to manifest IT-based innovation (Supriyanto, 2016). In today's technological developments, IT-based innovation activities seem to have become quite familiar to those in the development of information technology which has been increasingly prevalent in recent years to make things easier to achieve. In utilizing the technology renewal system, optimizing Web 2.0 technology and applying open data is necessary (Batara et al., 2017). Along with advances in technology (IT) and widespread use of the internet, online networks have prompted several systemic reforms to improve government response by empowering community and government technology (Yuwono et al., 2020). The development of responsive government driven by information technology (IT) has also increased the global expansion of political deliberations.

The implementation of IT-based public policies has been widely applied in public policy-making. The Central Java Provincial Government has received

attention and is progressive in implementing effective governance through the e-government it created (Sofianto, 2020). This is evidenced by various government products, especially internet-based public sector products that have gained national and international recognition and awards. As is the case with Magelang Regency, one of the districts located in Central Java Province, to respond to the rapid development of information technology today, the Magelang Regency Government continues to innovate in serving the community more optimally (BNews2, 2018). In addition, many policy products utilize information technology in Magelang Regency, one of which is that the government continues to encourage business actors to develop skilled entrepreneurial character in superior products. In addition, to compete in the era of the Industrial Revolution 4.0, the government is maximizing its business concepts through the use of Information and Communication Technology (ICT) (BNews2, 2021).

It can be seen from several phenomena of e-government application, e-service to e-planning, applied in various regencies and cities in Central Java Province. However, in its application, based on the presentation of the Head of Department of Communication and Informatics (Diskominfo) of Central Java Province many regions in Central Java Province encountered various obstacles, both in terms of system and device readiness, human resources readiness, and data readiness, it was caused because regional devices felt difficulties and objections. After all, the system was considered not ready. In addition, there are

still many discrepancies with conventional budgeting systems, which result in the faltering of the budgeting process (Provinsi Jateng, 2021).

Concerning information technology, the author considers the importance of government readiness to realize a responsive government, especially in terms of the use of information technology (IT). Then also to find out more about the government's responsiveness in realizing policy innovation. Therefore, this research aims to review matters related to public policy innovation accompanied by various implementations of government responses in IT-based public policy innovation especially in Magelang Regency.

1.2 Research Question

Based on the description and difficulties stated in the preceding background section, there is a problem formulation in the form of a research question, which is as follows:

- 1.2.1 To what extent is the Magelang Regency, responsive to IT-based policy innovation in the design of Regional Device Work Plan (RKPD) 2022?
- 1.2.2 What are the factors that form responsive government in information technology-based public policy innovation in Magelang Regency?

1.3 Research Objectives

Based on the above problem formulation, the objectives of this study are:

- 1.3.1 To find out the responsive government in realizing public policy innovation based on Information Technology in Magelang Regency, Central Java Province in Regional Device Work Plan (RKPD)

- 1.3.2 To find out the factors that form responsive government in information technology-based public policy innovation in Magelang Regency

1.4 Research Benefits

Two benefits are categorized in providing this research, namely:

1.4.1 Theoretical Benefits

The existence of this research is theoretically expected to provide benefits in the form of:

- a. The results of this study are expected to be able to make a positive contribution to the reader, and in carrying out the research to be carried out, the researcher hopes to be able to analyze a problem that exists in a responsive bureaucracy in public policy innovation by adding and enriching knowledge in the author's mind
- b. Adding positive contributions for readers in the development of information technology-based public policy innovations

1.4.2 Practical Benefits

The existence of this research is practically expected to provide benefits in the form of:

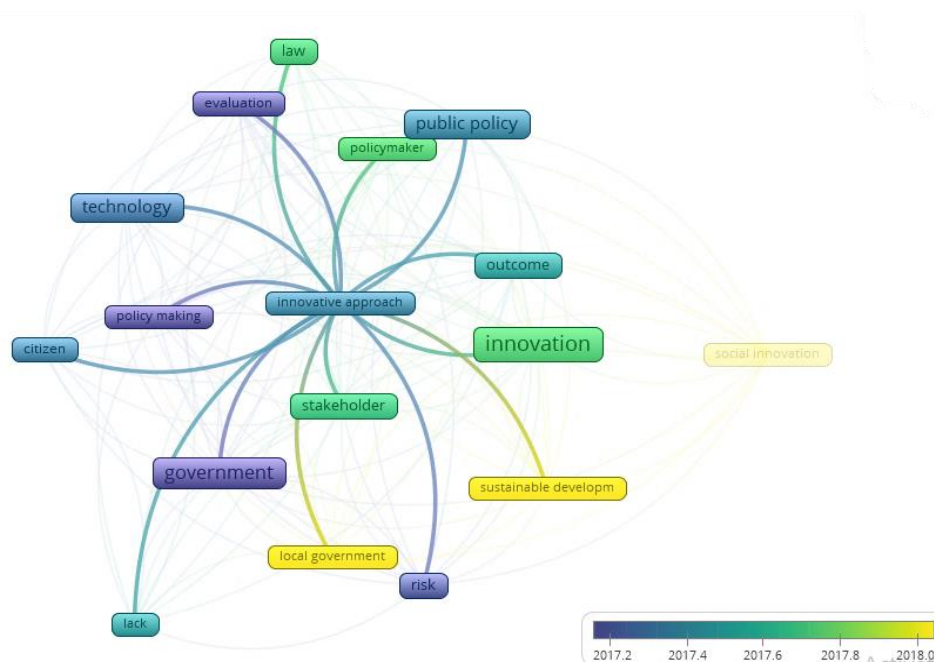
- a. Providing input to various parties, especially the implementation of public policy of the Magelang Regency Government and generally providing input to existing public policy implementers
- b. Increase the government's response to realizing innovation in information technology-based public policy-making.

1.5 Theoretical Review

1.5.1 Information Technology/IT-based policy innovation

Information Technology/IT-based policy innovation is a discussion that needs to be examined, both from the urgency of implementing public policies to the impact and procedures for its implementation. To see and understand related to the discussion of public policy innovation, the image below aims to map previous studies and provide further understanding regarding IT-based public policy innovation.

Figure 1.1
Visualization of Previous Research Networks



Source: data processed from VOSViewer

Figure 1.1 above can describe the mapping of the research network that has been carried out or previous research related to IT-based public policy innovations, in which there are various items with different default

colors and can determine the difference in the above network items. Presented in Figure 1.1 above, it can be concluded that there are four different colors. The first color is purple with the default “*policy-making*”, “*government*”, “*risk*”, “*evaluation*” was in 2017. Then the blue default is located at the bottom left with the most words, namely “*lack*”, “*citizen*”, “*outcome*”, “*public policy*”, “*technology*”, “*innovative approach*”. The default blue color has a dominant word, and the level of study in 2017 is the topic of discussion that is most often used as research. Thus, the study related to “*public policy innovation*” is an interesting study to explore with a more in-depth and empirical case study in which each region has a difference from the others. With the green color *item* words “*stakeholder*”, “*policymaker*”, “*law*”, and “*innovation*” in 2017. In 2018 the *item* words “*local government*” and “*sustainable development*” are found in yellow to light yellow with the *item* the word “*social innovation*”.

Studies containing public service innovations in Indonesia are also colored by the thoughts of research that has been carried out. One of them is a study conducted by Ramli (2017) that his research aims to investigate the use of innovative leadership in the implementation of Makassar's urban strategic policies such as Clean Makassar (*Makassar Tak Rantasa-MTR*) and Smart City. These programs are based on local wisdom and use the tagline *Sombere Makassar* a significant determinant of sustainable development to smart cities. Innovative leadership must be filled with creativity, with three main goals: to rebuild the current fate of the poor

environment towards a prosperous future, generate planning cities to make them more comfortable and livable, and finally, overhaul the leading bureaucracy to provide internationally recognized driving licenses. The state of leadership in Makassar in terms of the growth of public health, the implementation of innovative leadership, and the determinants of leadership that will be introduced in the public policy of the Makassar City Government are the most important discussions that need to be considered.

As described in Yuwono et al (2020) states that no one argues that IT (Information and Technology) is very important in accepting reform 4.0, which has changed various activities. However, few government departments are quick to respond to new situations. Banyuwangi can improve with changes that have only focused on the Internet-of-Things amid a proper haze response by the government, both at the central and local (IoT) levels. For the record, Banyuwangi is not the Silicon Valley of the United States, which has long been recognized as a multinational IT city. Banyuwangi is also agile in using connectivity transparency and knowledge to expand IT-based market traffic. The effects of this accelerated adjustment have resulted in many positive developments in culture, including the economy, public care, and education. An author's study published in 2019 revealed that information technology breakthroughs at the Banyuwangi Regency Government level impeded progress in various life arrangements in Banyuwangi. A breakthrough triggers the development of new technologies in several other fields.

The research by Suhendra (2018) focuses on the local government's strategy in achieving the smart city target. The development of new models of governance and public services in local government as a means to improve good governance is the driving force behind this research (Good Governance). This research aims to use policy and technical creativity to develop smart cities. A qualitative approach is used in this analysis. The term "data source triangulation" refers to the process of determining the reality of a piece of information using various techniques and sources of data collection. Papers, archives, documented historical documents, government records, personal observations or writings, and pictures are all used to provide facts or documentation by observational researchers (participant observations). This research is about social problems or new events, this approach is chosen. Researchers can use this approach to conduct in-depth interviews and analyze the subject thoroughly. The Medan City Government released the Medan Mayor's regulation number 28 of 2018 concerning the Smart city of Medan City based on the findings of this report in the management and growth of smart cities in the city. The growth and synergy of all potentials and combined capital are the basis for the urgency of creating trust. Not only that, but the Medan City Government has also created a master plan for a smart city planning roadmap that will allow Regional Device Organizations (OPD) to communicate with each other. Inequitable technology and human resources to use IT in government processes and public services are the main obstacles to becoming a smart

city. However, various efforts to overcome the challenges have been planned to consider the application of technology consisting of human resources; network infrastructure; information infrastructure, network connectivity, information, and applications; funding; organizational structure, management strategy, and processes of work for improving governance.

Research by Andhika (2018) tries to explain some of the progress that has been made in government public services, but cannot describe greater value inclusion. Innovation governance establishes a system for managing innovation to demonstrate guidelines for the best. This study aims to identify the elements and factors that influence government public service innovation governance. The findings of this study indicate that innovation governance helps the government public sector to deal with innovation more effectively. On the other hand, structural considerations as implementers, policy actors as decision-makers, and community leaders as beneficiaries of government service developments can all be used to implement innovation governance.

The study by Warsito (2016), explained that the purpose of this study was to learn about the e-kios application in Kebraon Village and the factors that influence it. The findings of this study indicate that the application of e-kios has not yet reached its maximum potential due to the disposition aspect. e-kios communication on an external and internal scale

was carried out by staff in Kebraon Village and related local governments and the lack of responsiveness of government staff when implementing e-kios. Internally, there are still members of the Kebraon Village team who do not know how to use the e-kios, and externally, e-kios communication is not as effective as relying on only Neighbourhood (RT) and Hamlet (RW) for announcements.

Another study by Munawaroh and Mutiarin (2019) examines the "*Keluar Bersama*" innovation in the Danurejan District of Yogyakarta. The purpose of this study was to learn more about the introduction of public service innovations in the "*Keluar Bersama*" program. The problem in this analysis is that even after adopting the "*Keluar Bersama*" scheme, there is still a substantial gap between birth certificate ownership and ownership. Since the creation of the present invention is the amalgamation of one document with another, a comparable number of documents must be produced. As a result, this research focuses on implementing the breakthrough "*Keluar Bersama*". Mixed methodology analysis was used, with data collection tools such as questionnaires, analysis, and documentation. The public reacts favorably to the use of innovation by the public as seen from the perspective of Public Administration, informed by community involvement and ease of access to knowledge. The Danurejan District Government is very responsible and open to providing services. In terms of the use of public services, the invention of "*Keluar Bersama*" can solve the challenges of population administration, and the technology used

in this innovation is also easy for the government to use. In addition, the innovation "*Keluar Bersama*" will simplify and promote the program and benefit the community. In addition, this breakthrough increases program efficiency and reliability. As a result, the residents of the Danurejan sub-district may respond positively.

In research of Bahrudin (2017) it is explained that with the continuation of reforms, and with the implementation of Law Number 23 of 2014 concerning Regional Government, regional development is directed at many policy reforms that describe changes in regional development and development, as well as financing management through reorganization of government institutions and local officials in carrying out their duties and functions more efficiently and effectively. Innovation is a condition that must be met for government life to be significant. The development and use of innovative processes, new goods, new programs, and new distribution models are the hallmarks of successful progress, resulting in dramatic changes in performance, efficacy, and consistency that matter to the public. Tourism innovation has become a necessity that local governments must address to spur investment and increase city revenues. Purworejo can prepare a master plan for tourism growth to develop a tourism area. Tourism potential marketing, potential tourism management, tourism attraction growth, tourism marketing development, and tourism industry development are all aspects of tourism development.

As described in a study by Karno (2016) the Indonesian National Education System is a synergy of the government, citizens, parents, and the environment in education management. Nonetheless, the government appears to be the main driver of national education. This responsiveness is shown by several Indonesian local governments, including the Provincial Government of Southeast Sulawesi. Sultraku's smart program was born from the desire to improve education in Southeast Sulawesi has made a significant contribution to the development of high-quality human resources. As this paper shows, the “*Cerdas Sultraku*” program aims to increase the productivity of Southeast Sulawesi's human resources. The legal basis is Government Regulation Number 48 of 2008 concerning Education Financing, which is being revealed to be the policy of the Governor of Southeast Sulawesi by Regulation of the Governor of Southeast Sulawesi Number 55 of 2014 concerning Scholarships for Outstanding Citizens of the Southeast Sulawesi Provincial Government at Universitas Islam Sultan Agung, Semarang, Central Java. According to the needs report, districts or cities in Southeast Sulawesi need education programs that are sensitive to regional needs.

Another study by Hejazinia (2015) explains that if entrepreneurship education programs increase, emerging innovations such as information technology and web-based platforms will become motors and promoters of entrepreneurship program performance. The purpose of this review is to see how IT-based entrepreneurship education affects entrepreneurial intentions.

Consequently, after a literature study on the subject, a quasi-experimental, ex-ante/ex-post, test sample, longitudinal, repeated action study design with a total of 124 matched student pairs enrolled in an IT-based entrepreneurship education program was introduced. As the underlying theoretical model, the principle of expected action is used. The results show that IT-based education has a marginal effect on entrepreneurial intentions. The length of IT-based entrepreneurship education has little effect on this negligible impact. Those who were self-employed at the beginning and the end of the entrepreneurship program, on the other hand, displayed significantly higher technology adoption than those who were not. One of the most important sources of inspirational stimulation that has a positive effect on entrepreneurial goals is IT-based Entrepreneurship Education. Using emerging methods for entrepreneurial activity, such as web-based or IT-based methods, will increase the quality and innovation of these services.

The study by Eldo and Mutiarin (2019) which examined the issue of public care, has become a common concern. Nevertheless, improving public services requires a formula in the form of creativity. If required by the federal or state government, public sector creativity is also a standard that service providers must meet. Every government department is expected to use existing technology to improve public services. Because people now have a high level of literacy, they understand and understand their responsibilities and duties in public institutions. Thus, the tradition of creativity must be attached to the government that organizes the service. The

Government of Tegalrejo Regency of Yogyakarta City launched a service innovation initiative dubbed "*Kumis Mbah Tejo*" in terms of improving service standards. This research examines how the principle of best practice is implemented in service innovation by examining elements such as effects, collaboration, sustainability, leadership, and transferability. The findings drawn in this study are that business innovation currently elicits a favorable response from the public because the effects of discovery can be felt instantly, and the interesting thing is that consumer participation in the service innovation "*Kumis Mbah Tejo*" can be achieved without the need for components that form the basis of research that must be met.

Table 1.1 Previous Research Related to IT-Based Policy Innovation

RESEARCHER	TITLE	RESEARCH RESULTS
(Ramli, 2017)	Kepemimpinan Inovatif dalam Implementasi Kebijakan Strategis Pemerintah Kota Makassar	This study aims to find and examine the use of creative leadership in implementing strategic urban policies in Makassar, such as Clean Makassar (<i>Makassar Tak Rantasa-MTR</i>) and Smart City, which focus on local wisdom and use the tagline Sombere Makassar. The main topic that needs to be considered is the state of leadership in Makassar City in terms of public health development, the application of creative leadership, and the determinants of this leadership to be implemented in Makassar City government public policies.
(Yuwono et al., 2020)	Semua Berawal dari IT: Terobosan Banyuwangi dalam Menata Ulang Tata Kelola Pemerintahan	In this study, many explanations have been produced about the failure of IT adoption in many local governments. IT is considered a burden on human resource constraints, financial constraints, and infrastructure constraints. Not surprisingly, many regions have raised their hands to make IT-based breakthroughs in their respective regions.

(Suhendra, 2018)	Kebijakan Pemerintah Daerah dalam Membangun Smart City di Kota Medan	Results obtained from this study are that the Medan City government has released the Medan Mayor Regulation Number 28 of 2018 concerning the Smart City of Medan City based on the results of this study in the management and growth of smart cities. In the city. The importance of building trust is focused on the creation and integrated synergy of all potentials and resources. Medan City Government has also developed a smart city growth master plan and a road map for Regional Device Organization (OPD) cohesion. Inequality of infrastructure and human resources to use ICT (Information and Communication Technology) in governance and public services are still an obstacle to the realization of a smart city.
(Andhika, 2018)	Elemen Dan Faktor Governansi Inovasi Pelayanan Publik Pemerintah	The findings of this study indicate that innovation governance helps the government public sector handle innovation more effectively. On the other hand, structural considerations as stakeholders, government officials as decision-makers, and community involvement as beneficiaries of public service development can all be used to implement innovative governance.
(Warsito, 2016)	Implementasi Program E-Kios sebagai Inovasi Pelayanan Publik Berbasis Teknologi	The findings of this study indicate that the application of e-kios has not reached its maximum potential due to disposition aspects, lack of responsiveness of government staff when implementing e-kios, and e-kios connectivity on an

	Informasi di Kelurahan Kebraon Kota Surabaya	internal and external scale that is being implemented by staff in Kebraon Village and related local governments. Internally, there are still team members from Kebraon Village who do not understand how to execute e-kios, and externally, e-kios communication is still not running and relies solely on oral announcements via RT and RW.
(Munawaroh & Mutiarin, 2019)	Implementasi Program “Keluar Bersama” dalam Inovasi Pelayanan Publik di Kecamatan Danurejan Kota Yogyakarta	In this study, it was found that with the <i>"Keluar Bersama"</i> innovation, the community responded positively to the use of these innovations. When viewed from the perspective of Public Governance, which is informed by community involvement and ease of access to knowledge. The Danurejan District Government is very responsible and open to providing services. In terms of the use of public services, the invention of <i>"Keluar Bersama"</i> can solve the challenges of population administration, and the technology used in innovation is still easy for the public to use. In addition, the innovation <i>"Keluar Bersama"</i> will simplify and promote the program and benefit the community. In addition, this breakthrough improved the quality and efficacy of the program. As a result, residents of the Danurejan District responded positively.
(Bahrudin, 2017)	Inovasi Daerah Sektor Pariwisata (Studi Kasus	This study indicates that Purworejo Regency can prepare a master plan for tourism growth as part of the expansion of the tourism area as a result of this

	Inovasi Pembangunan Pariwisata Kabupaten Purworejo, Jawa Tengah)	report. Tourism development includes marketing tourism potential, managing tourism potential, growing tourism attractions, developing tourism marketing, and developing the tourism industry. Purworejo Regency uses five components of innovation in implementing tourism development policies, including the marketing pattern of tourism potential, developing tourism potential, developing tourism destination areas, developing tourism marketing, and developing the tourism industry.
(Karno, 2016)	Pemerintah Responsif Pendidikan	The results of this study indicate that the " <i>Cerdas Sultraku</i> " program aims to improve the quality of Southeast Sulawesi human resources. The legal basis for reference is Government Regulation Number 48 of 2008 concerning Education Funding, which later became the policy of the Governor of Sulawesi. Southeast Regulation southeast Sulawesi Governor Number 55 the Year 2014 concerning Scholarships for Residents Achievement southeast Sulawesi Provincial Government in Universitas Islam Sultan Agung in Semarang, Central Java. in report needs of the region urgently need education programs that can be a reference to the requirements of Southeast Sulawesi.

(Hejazinia, 2015)	The Impact of IT-based Entrepreneurship Education on Entrepreneurial Intentions	The results of this study reveal that computer-based education has little effect on entrepreneurial intentions. Those who are self-employed at the beginning and conclusion of their entrepreneurial programs, on the other hand, embrace technology at a significantly higher rate than those who are not. IT-based Entrepreneurship Education is one of the most significant sources of stimulus that positively impacts entrepreneurial goals. The efficiency and innovation of these services will increase if new methods for entrepreneurial activities, such as web-based or IT-based methods, are used.
(Eldo & Mutiarin, 2019)	Analisis Best Practice Inovasi Pelayanan Publik (Studi pada Inovasi Pelayanan “Kumis MbahTejo” di Kecamatan Tegalrejo Kota Yogyakarta)	The findings of this study indicate that the community currently well receives service innovation because its effects can be immediately felt. Public satisfaction with the service innovation " <i>Kumis Mbah Tejo</i> " can be achieved without the need for all elements that comprise the basis of the research.

Based on the above study, it has been explained by several previous studies that explain related to several public policy innovations based on information technology. This distinguishes the research that will be done with previous research, this research will discuss the government's responsiveness in response to public policy innovations based on the latest information technology that will be used in the Regional Device Work Plan (RKPD) planning stage in the coming year.

1.6 Theoretical Framework

1.6.1 Responsive Government Theory

According to Dwiyanto (2021) responsiveness is the ability of organizations to recognize the community's needs, prepare service agendas and priorities and develop public service programs in accordance with the needs and aspirations of the community. In short, it can be said that this responsiveness measures responsiveness to the expectations, desires, aspirations, and demands of society.

Responsive government concerns the ability of the apparatus to face and anticipate new aspirations and new knowledge. Bureaucracy must respond quickly to not be left behind in carrying out its duties and functions. The responsiveness of the government or bureaucracy to the various demands and needs of society in the current democratic era is increasingly important because the demands and needs of society are increasingly diverse and dynamic. Therefore, it is very important to realize what has been responded to in programs and service activities is a form of bureaucratic

obligation, and neglect of it will impact disappointment that leads to a crisis of trust in the government.

The term 'responsive government' or 'response' seems to fit the definition offered in the DFID White Paper Making Government Jobs for the Poor, which defines a response as the degree to which government listens to what people want and acts on it, and which public policies and institutions respond to citizens' needs and uphold their rights (McGee, 2014). Responsiveness consists of a variety of very superficial, much deeper, and transformative changes processes.

Responsiveness can be concluded that is a form of response and willingness of service providers in helping to assist the community in the form of services. The government, in bringing services closer to the community, needs efforts to recognize the community's needs.

1.6.2 Innovation Theory

According to Evertt M. Roger (2020), innovation is an idea whose practice or implementation is considered something new for a user.

Innovation also has important points, including:

1. Relative Advantage

An effective discovery must have advantages and values. This is a symbol that shows that the individual is truly innovative. The newness value contained in these innovations makes it different from the others.

2. Compatibility

Conformity to innovation is an adjustment to new things by considering the rules that apply to previous experiences. And the need for implementation of new things is compatible with innovations and becomes a substitute.

3. Complexity

The level of complexity in innovations is higher than in previous innovations because with the new nature, the new rules, the level of complexity changes.

4. Trialability

Only after being validated and proven to have a benefit or value over a previous innovation will it be approved. As a result, the invention product must go through a "public evaluation" process, where anyone or any party can evaluate the innovation performance.

5. Observability

Innovation must also be easily observed by anyone, easy to observe in terms of innovation, and it is hoped that the innovation can produce something better.

1.6.3 Public Policy Theory

The policy is characterized as a set of stakeholder identification, events, behaviors, decisions, attitudes, and actions or not to act actions taken by parties as a stage in solving problems. Setting policies is essential for companies to achieve their goals (Ramdhani, 2016). The policy is dynamic

in accordance with concepts related to the existence of policy (Furqan et al., 2019).

Policy, according to William M. Dunn (1994) has six aspects of policy namely:

1. Effectiveness

Effectiveness is the ability to carry out the task, the function of an organization, or there is no pressure or tension between its implementations. This effectiveness leads to the assessment of the desired policy results has been achieved.

2. Efficiency

The effort required to achieve a specific degree of effectiveness demonstrates efficiency. A policy's efficiency should be determined by how many resources are used to implement the policy and how much effort is required to attain the desired goals.

3. Adequacy

Adequacy emphasizes a strong relationship between policy alternatives and expected outcomes. Adequacy relates to how far the effectiveness level meets the needs, values, or opportunities to grow the problem.

4. Equalization

An equitable or equal policy is a policy whose consequences in a service unit or business are fairly distributed or also an equalization

assessment of the implementation of the policy applies to the entire community.

5. Responsiveness

Responsiveness in public policy can be interpreted by how far a policy responds to an activity that meets a need, prefers, or a particular group's values. Responsive indicators are very important in determining policy evaluation as they include analysis of all indicators.

6. Accuracy

Accuracy in policy evaluation is based on the value and price of the program objectives carried out and strong assumptions that become the benchmark of the goal. Accuracy can be attributed to substantive rationality due to the accuracy of policies related to two or more criteria and open only individual or individual criteria (Gebi Sajow, 2021).

A policy approach can be seen as a framework that contains inputs, mechanisms, and outputs. Policy problems or political agendas, while government policy as a mechanism by power groupings in mechanism problems and policy formulation that can be applied is feedback from policy (Ramdhani, 2016).

Scientists have widely defined public policy, but from some of the findings that exist, differences of opinion can be found influenced by scientific disciplines. According to Thoha (2016) public policy can be interpreted as the formulation of a government, and the result is also from the formulation of the government.

1.6.4 Theory of Information Technology

Information Technology, or abbreviated IT, is used in government to assist with key management processes and establishment requirements. IT was introduced in the organizational layer of government architecture to improve the performance and reliability of operational personnel and transactional tasks, for example, in handling financial transactions and front-end operations to increase overall government productivity. With the invention of the Internet in the 1990s, government organizations could help drive technology acceptance at the individual level. E-government or government electronic services refer to government programs over the Internet. People can communicate and access e-government resources through shared internet technology through government portals. Citizens now generally use government companies' e-government facilities such as human services, banking services, school services, facility services, and emergency management. Not only are people taking advantage of e-government services, but their desire for more e-government services is also increasing. The need for more e-government programs weighs on government organizations' IT capabilities (Gill et al., 2014).

Information technology (IT) is described as a collection of policies, procedures, and techniques aimed at cost, risk, and protection management. In this case, information technology improves the efficiency of processes that require technical capital. Inefficient administrative planning; An inefficient structure to handle information technology facilities, software

services, information management, and IT investments triggers IT governance failures. Managing IT artifacts such as general records, technical records, software systems, software modules, architectural templates, project requirements, and output reports are one part of IT governance. Part of the importance of IT to organizations is concentrated on such artifacts (Vargas et al., 2017).

1.7 Conceptual Definition

1.7.1 Responsive Government

The ability of the government to respond to what its constituents need and attempt, as well as the extent to which policies and governments respond to citizens' needs and defend their rights, is referred to as responsive government. Responsive government is the natural and expected evolution of trusted and intelligent government. This approach aligns government processes to drive value to citizens with value defined as services provided and as positive experiences with government services. To arrive at responsive government, services need to be delivered efficiently and effectively to meet citizens' expectations. Every interaction between a citizen and their government is important. But governments should prioritize where and how they start their journey to become a responsive, experience-driven organization.

1.7.2 Innovation

Innovation is generally understood in the context of behavior. Innovation is usually associated with a dynamic and developing

environment, which includes the entire process of creating and offering services or goods that are new, better, or cheaper than previously available. The rapid development of information technology influences innovation. Innovation can overcome problems in bureaucracy, improve the quality of public services, maximize the potential of the apparatus, and can restore public trust.

1.7.3 Public Policy

Public policy is a series of actions or activities proposed by a person, group, or government in an environment, especially where there are obstacles and possibilities. The policy is proposed to be useful in overcoming it to achieve the intended goal. Policy at its core decisions or choices of action that directly regulate the management and distribution of natural, financial resources and people in the public interest, namely the people, the population, the community, or the citizens.

1.7.4 Information Technology

Information technology is a collection of policies, procedures, and techniques for cost, risk, and protection management. In government, information technology assists with key management processes and establishment requirements. Information technology can improve the efficiency of processes that require technical capital. Through information technology, the entire community can communicate and access government portals. IT is introduced in the organizational layer of government

architecture to improve the performance and reliability of operational personnel.

1.8 Operational Definition

Operational Definition in this study describes the extent to which the Magelang Regency, is responsive to IT-based policy innovation in the design of Regional Government Work Plan (RKPD) 2022 and explains several factors that form responsive government in IT-based public policy innovation in Magelang Regency of Central Java Province.

Table 1.2 Operational Definition

VARIABLES	INDICATORS
Responsive Government	- Able to answer the needs and wants of the community (Fulfilment of Needs)
	- Able to realize a response into a program or service activity (The realization of Program)
	- Able to develop public service programs in accordance with the needs and aspirations of the community (Program Development)
Innovation	- The existence of more product development and renewal processes (Development and Renewal)
	- The new product success rate
Public Policy	- Equalization of policy implementation applies to the entire community (Equalization)
	- Increase the efficiency of the current condition compared to the previous condition (Efficiency)

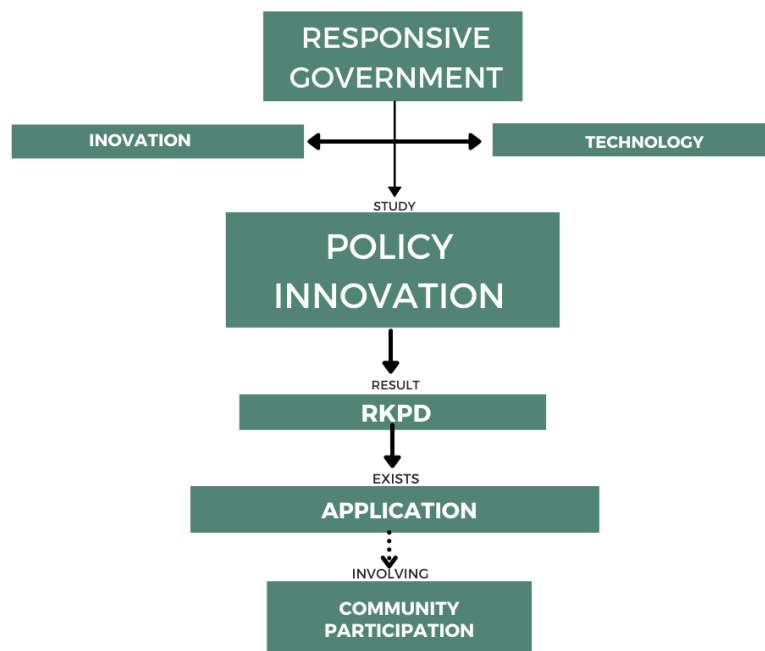
	- Provide stimulation for the community to be able to take action in accordance with the policy decision (Adequacy)
Information Technology	- The existence of targeted development planning by involving the community (Program Accuracy)
	- The existence of a database server to enter, collect and process information data (Database Server)
	- There is space used in decision making in development planning (Decision-making room)

Source: Organized by researcher 2021

1.9 Framework of Thinking

Figure 1.2

Framework of Thinking



Source: Organized by researcher 2021

1.10 Research Methods

1.10.1 Type of Research

This type of research uses qualitative. Qualitative research is a type of research whose findings are not obtained through statistical procedures or other calculation forms (Wekke, 2020). Attempt to understand and interpret the meaning of an event of human behavioral interaction in certain situations according to the researchers' perspective (Gunawan, 2016). This research uses a descriptive qualitative approach by analyzing responsive government in IT-based public policy innovation in Magelang Regency.

Furthermore, data analysis by looking at the use of social media in implementing public policy uses Qualitative Data Software Analysis (QDSA) as an analysis tool called Nvivo 12 Plus (Sidik & Mulya, 2011). Data from this study is sourced from interviews and social media content that discusses IT-based public policy innovation, using the features of crosstab query analysis, attribute value similarity, and group query (Bruno, 2019).

1.10.2 Research Location

The location of this research is the Development Planning, Research and Regional Development Agency (Bappeda and Litbangda) Magelang Regency. The location was chosen because this study wants to know about the design of innovation and forming factors in realizing information technology-based public policy in the design of Regional Government Work Plan (RKPD) in 2022 in Magelang Regency.

1.10.3 Type of data

1. Primary data

Primary data is data in the form of original research document data collected from actual conditions where when the event occurs is therefore called primary data. The primary data on this study is sourced from a live interview with the Chairman of the Regional Development Planning Agency. The primary data used in this study examined several indicators such as able to answer the needs and wants of the community, realize a response into a program or service activity, develop public service programs in accordance with the needs and aspirations of the community; the existence of more product development and renewal processes, the new product success rate; equalization of policy implementation applies to the entire community, increase the efficiency of the current condition compared to the previous condition, provide stimulation for the community to be able to take action in accordance with the policy decision; the existence of targeted development planning by involving the community, the existence of a database server to enter, collect and process information data, there is space used in decision making in development planning.

2. Secondary Data

Secondary data is data collected from other sources such as reading or literature and various other data sources. Secondary data can be magazines, newsletters, publications from related organizations or

institutions. In addition, it can also be attachments from official bodies such as study results, thesis, thesis, etc. Secondary data from this study was obtained from documents obtained from the internet and books, journals, reports, and archives related to research such as documents of the Regional Government Work Plan (RKPD) of Magelang Regency.

1.10.4 Data Collection Techniques

This study collected interview techniques, purposive sampling, documentation, and time-series data collection in the Regional Government Work Plan (RKPD) design in Magelang Regency using the Ncapture feature on Chrome and inputted into the Nvivo 12 Plus data processing application.

1. Interview

Interview techniques are conversations that aim to get information about individuals, events, activities, feelings, motivation, caring, can experience the world of thoughts and feelings of respondents. Interviews are used as a data collection technique if the researcher wants to conduct a preliminary study to find problems that must be examined, but also if the researcher wants to know things from respondents more in-depth (Sugiyono, 2019a).

Researchers can conduct interviews with government employees. With interviews, researchers can find out more information from the cases raised. In the interview process, there is an interaction between informants and researchers through face-to-face (offline) or online such

as phone, WhatsApp Video Call, WhatsApp Chat, via Skype, Zoom, Google Meet, and others.

Table 1.3 Interview

Informant	Position	Name of Informant
Bappeda and Litbangda Magelang Regency	Head of Planning, Control and Evaluation	Endang Rahayu Qwartiningrum, S.E., M.M.
	Head of Research and Development Subfield of Government, Social and Cultural Affairs	Purwanti, S.S.os., M.Eng.
	Head of Spatial, Regional Development, and Infrastructure	Didik Kristia Sofian, S.Kom., M.Sc
	Head of Economics and Natural Resources	Puji Lestari, S. ST., M.T.
	Head of Subfield of Government, Social, and Culture I	Eko Supriyadi, S.E.

Source: Organized by researcher 2021

2. Study Documents

A document is a collection of records of events that have occurred. Documents can be in the form of writings, such as journals, diaries, life history, sketches, living drawings, archives, newspapers, and others. Documents in the form of pictures such as photographs, paintings, living images, and others. While documents in the form of works for example can be pictures, films, sculptures, works of art, and others (Sugiyono, 2019b).

3. Data Time Series

Data time series is periodic data that provides information about the latest and latest news from time to time. The data can be viewed and monitored through social media websites as follows:

Table 1.4 Data Time Series

Media used	Account Name	Website
Government Website	Bappeda and Litbangda Magelang Regency	https://bappeda.magelangkab.go.id/
	Bappeda & Litbangda Pem. Kab. Magelang Single Window	http://103.115.104.239/bsw.magelangkab.go.id/
	Sistem Informasi Pemerintah Daerah (SIPD)	https://magelangkab.sipd.kemendagri.go.id/daerah?0aF4wST5dK1zkt@ZvULAUgmVWtVuhROcJvHRrLhhdklQWr9M3Xp04dP81IMO3UHHP9YJ0vECKh4KZpVxR23/gjcuZxXOvs2IR7VyZ5jq@BEfwllcJPhPHDRdzHI8gfaG

Source: Organized by researcher 2021

4. Ncapture

The Ncapture feature on the Nvivo 12 Plus app is used to get data from government websites. Ncapture in Chrome can also be used to import data from social media into the data folder in the Nvivo 12 Plus

app. To get data using Ncapture, install the platform on Chrome or enable the Ncapture feature in Chrome.

1.10.5 Data Analysis Techniques

Data analysis techniques are the final activity of data analysis. Conclusion withdrawal in the form of interpretation activities, namely finding the meaning of the data that has been presented. In this case, analyzing data is done through data processing software which is one alternative way to process research data. One of the computer programs that can be used is with the latest Nvivo application version 12 (O’neill et al., 2018).

a. Crosstab Query

Crosstab query is a technique used to determine research variables that have an influence on the object or focus of the research study with the results of displaying the percentage of numbers, graphs, and summaries (Hai-Jew, 2020).

b. Coding Similarity

Coding similarity is comparing the results of coding between one file and node, file, or node that has been coded grouped based on high and low values, the results of these values can be displayed in clusters (Hai-Jew, 2020).

c. Attribute Value Similarity

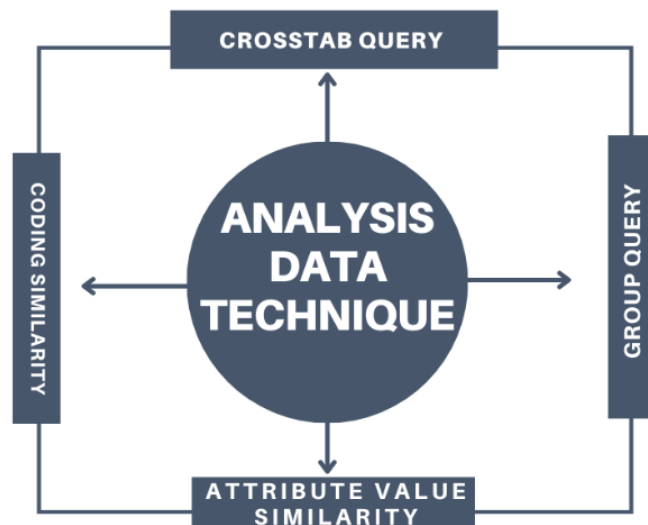
Attribute value similarity is an analysis that compares the attribute value of a file or file node. Files or file nodes with high attribute values

are grouped in the cluster analysis diagram, while files or nodes with lower values are further grouped in cluster analysis (Jackson & Bazeley, 2019).

d. Group Query

The analysis is used to find items that have a relationship with node or case (Hai-Jew, 2020). Group query analysis helps explain to researchers the relationship between one item and another node (Jackson & Bazeley, 2019).

Figure 1.3
Data Analysis Techniques



Source: Organized by researcher 2021