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Kualitas Inovasi Pelayanan Publik Berbasis Aplikasi (TemAnOK) Pasca Pandemi Covid 19 Di Kecamatan Sungai Pinang Kota Samarinda

Quality of Application Based Public Service Innovation (TemAnOK) Post Covid 19 Pandemic in Sungai Pinang District, Samarinda City

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Article Information	ABSTRACT
Vol. XX, No. XX Page: Published: Keywords: Innovation, Public Services, Applications, Service Dimensions Correspondence: Phone: +628225583043 E-mail: richaputri1309@gmail.com	<p>This research aims to evaluate the quality of application-based public services (TemAnOK) after the Covid-19 pandemic in Sungai Pinang District, Samarinda City. This research uses qualitative descriptive research methods. Data collection was carried out using library research, observation, in-depth interviews, and documentation techniques. Data analysis was carried out by reducing data, presenting data and drawing conclusions. The results of this research show an evaluation of the implementation of the TemAnOK application after the Covid-19 pandemic in Sungai Pinang District, Samarinda City. Even though the design and features of the application are considered easy by the community and employees, there are several obstacles, especially regarding the registration process which is considered complicated by parents regarding the use of a Gmail account. The TemAnOK application is considered efficient and practical, and provides support during the pandemic. Obstacles related to physical accessibility and file retrieval are still a concern. The service response from Sungai Pinang District employees to application users is considered responsive. Commitment to increase socialization about the application can be seen from the sub-district. Concerns related to time guarantees in the TemAnOK application service are still a focus, while evaluation of the lack of specialized experts to operate the application needs to be considered. Even though the application proved to be useful during the COVID-19 pandemic, in 2024 the sub-district decided not to continue using this application due to the lack of interest and readiness of the community to adopt technological innovation.</p>

INTRODUCTION

Virus corona yang menyebabkan gangguan pernafasan parah baru-baru ini adalah penyebab penyakit tak tertahankan yang disebut COVID-19 atau infeksi virus corona 2019. Infeksi baru ini belum diketahui hingga perkembangannya kejadian ini terjadi di kota swedia, singgkok pada bulan Desember 2019. Pandemi Covid 19 telah menimbulkan kesulitan bagi umat manusia dan bangsa. Untuk mengatasi permasalahan tersebut, pemerintah berupaya mencegah dan menghentikan penyebaran virus tersebut. Semua pihak harus mematuhi prosedur kesehatan agar dapat melakukan kegiatan sehari hari dengan aman selama epidemi covid-19. "Protokol kesehatan ditetapkan untuk menjamin bahwa setiap individu dapat melakukan aktivitas sehari hari tanpa membahayakan keselamatan atau kesejahterannya sendiri", seperti yang dinyatakan oleh (Semesterian Kesehatan, 2020). Oleh karena itu, Tanggal 31 Maret 2020, Pemerintah mengeluarkan Peraturan Pemerintah Nomor 21 tentang pembatasan sosial untuk merespons situasi tertentu. Skala besar (covid-19) untuk mempercepat pengobatan virus corona. PSBB telah diterapkan di banyak tempat di seluruh negeri.

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