

Research article

Improving a Fishing Vessel Monitoring Application During the Covid-19 Pandemic

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Abstract.

The Covid-19 pandemic has impacted numerous sectors of the economy and society, including the authorities sector. In the government sector, the Covid-19 pandemic has led to changes in the system and work pattern of the State Civil Apparatus (ASN) in carrying out government duties and services to the community. The ASN must offer first-class service to the community, optimally and with integrity. The Directorate General of Surveillance for Marine and Fisheries Resources at the Ministry of Marine Affairs and Fisheries is a state organizer of public services and it has kept improving its public services during the Covid-19 pandemic. An innovation was implemented to improve the monitoring capability of fishing vessels through the SALMON application. Access to fishing vessel monitoring data, which could previously only be done through the website, has developed through the use of Android-based smartphone technology and the addition of call center services. Improving the ability of SALMON during the Covid 19 pandemic has further streamlined technology-based licensing which aims to simplify bureaucratic pathways, streamline government licensing and surveillance of fishing vessels, and create an atmosphere of 'ease of effort' for the Indonesian fishing industry.

Keywords: SALMON, public service innovation, simplicity in business

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1. Introduction

Citizens have the right to get pleasant public offerings from the state (bureaucracy). Citizens also have the right to have their rights protected, their voices heard, and their values and choices respected. Thus, citizens have the right to judge, reject and prosecute anyone who is politically chargeable for the supply of public offerings. This idea is known as The New Public Service (NPS) which turned into advanced by Janet V. Denhardt and Robert B. Denhardt in 2003. The enactment of Law No. 25 of 2009 regarding Public Services brings hope that public services in Indonesia will enhance and truly can offer the fine service to the community.

In Law number 25 of 2009, public services are activities or series of activities in the context of fulfilling service needs in accordance with statutory regulations for each citizen and inhabitant of services, goods, and/or authoritative administrations given by


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public service providers. Article 19 of this law mandates that every public service provider compile and stipulate public service standards as a reference in the implementation of public services in their respective environments. The paradigm of the civil servant has changed from being served to serving. This shows the serious steps taken by the government in responding to the complaints of the people who yearn for fast, cheap and friendly service to customers. So far, people have complained that public services provided by the government still tend to be convoluted, expensive, and less effective and efficient. Those circumstances happened because they positioned the public as the side that serve not to be served. Therefore, it is necessary to reform public services by returning and placing "servants" and those "served" into their true meaning. Although the establishment of a state is actually for the benefit of the society, services that should be addressed to the society are turned into public services to the state (Hisbani, Karim, and Malik, 2015).

The performance of public services carried out by civil servants in various service sectors, especially those concerning civil matters and the basic needs of the community, has not performed as expected. This can be proven, among others, that there are still delation/complaints from the public and the business world, through both letters from readers and other complaint media, as well as involving complicated procedure, less transparent, less informative, limited facilities, inadequate facilities and infrastructure, the uncomfortable environment and not safe, so that it does not guarantee legal certainty, also time and costs, and there are still extortion and discriminatory levies (Ombudsman, 2020).

The occurrence of the Covid-19 pandemic at the beginning of 2020 had a major impact in various fields, one of which was the government. This circumstances of course must be responded quickly so it will not reduce the quality in the implementation of public services to the society. For this reason, the utilize of information technology is optimal. Through the utilize of information technology in the form of delivering information via the website, social media services can be carried out without having direct contact between the servant and the person being served. According to Tismayuni (2020) from the Ombudsman of the Republic of Indonesia, increasing service standards can be a solution for service delivery during the pandemic. There are four main things that can be done by public service providers, those are:

1. Provide clear information about service standards. For service providers, service operational standards must be accompanied by service standards. This service standard contains the concerning of services provision starting from the legal basis, service requirements, service implementers, service competence, service

rates, service products, infrastructure, service flow, service time allocation, service security, service guarantees, hotlines (internal supervision), customer complaints, and evaluation of service performance. All of these service standards can be displayed on the service provider's website so that it can be easily accessed by prospective service users.

2. Improve the online service delivery system. Currently, many public services are already using an online system. Some tax services, such as motor vehicle tax (an extension of the ranmor tax) can already be done online. The web application is provided by service providers in collaboration with regional or national banks to make payments. The regional agency which is in charge of regional taxes (Bapenda) transforms the manual requirements format into digital form to facilitate service registration. To avoid document falsification, it is equipped with a barcode system or a quick response code (QR code). After the process is complete, the customer can pick up the desired product. In the future, products can be delivered by online taxi motorbikes so that during this corona time, health protocols will still be carried out.
3. Adaptation of Infrastructure and Service Facilities. New life adaptations as stated by the World Health Organization can be implemented in the implementation of public services. Facilities related to services must be updated, for example, where queues can be placed with signs of social distancing so it will not make a crowd, there must be a preparation of new SOP related to services during the corona pandemic for the safety of organizers and customers, service facilities (checking body temperature, providing hand washing facilities, hand sanitizers) become a mandatory service standards.
4. Improve the competence of service implementers. The last step is to increase the competence of the servants. Considering the direction of the World Health Organization (WHO) which does not want crowds, the servants must be faster and more alert in providing services. Security must also enforce rules so that customers who have not received service can wait patiently in the queue and those who have finished receiving service leave the service immediately.

Public services at the Ministry of Marine Affairs and Fisheries are also affected by the Covid 19 pandemic. The Directorate General Of Surveillance For Marine And Fisheries Resources as a service provider to the society makes breakthroughs/innovations by increasing the ability of the Online SPKP Transmitter Tracking and Monitoring Activation System application (SALMON) as quick response to the demands of providing excellent

service to the society. This study aims to determine the efforts of the Directorate General of Surveillance For Marine And Fisheries Resources in improving the ability of the SALMON application as a response so that public services can continuously run optimal during the Covid 19 pandemic. In addition, it provides recommendations for the development/improvement of the SALMON application in the future.

2. Method

The research method uses literature studies, the author collects references from laws and regulations, relevant books, scientific journals, government agency publications and the implementation reports of public services within the Directorate General of Surveillance for Marine and Fisheries Resources. Furthermore, the author takes theories related to public services and compare them with implementation in the author's work place, process, present data, draw conclusions and provide recommendations.

3. Results and Discussion

3.1. Public Service at the Ministry of Marine Affairs and Fisheries

Public Services of the Ministry of Marine Affairs and Fisheries are carried out by referring to the Regulation of the Minister of Marine Affairs and Fisheries number 32 of 2014 concerning Public Services within the Ministry of Marine Affairs and Fisheries as amended by Regulation of the Minister of Marine Affairs and Fisheries number 33 of 2017 concerning Public Services within the Ministry of Marine Affairs and Fisheries. In order to improve public services at the KKP, a One Stop Service Unit (called as PTSP) of the Ministry of Marine Affairs and Fisheries was formed which is under the Center for Statistics and Information Data (called as PUSDATIN). The implementation of One Stop Service is the activity of administering permits, the management process starting from the application stage to the publishing stage of the document is served through one door and carried out in one place. The reason of the Implementation of One Stop Integrated Services is to progress the quality of public services, to supply more extensive get to the society to obtain public services. In the meantime, the target of the One Stop Integrated Service Implementation is the realization of quick, effective, efficient, straightforward and definite public services.

3.2. Public Service at The Directorate General Of Surveillance For Marine And Fisheries Resources

The Directorate General Of Surveillance For Marine And Fisheries Resources based on the Regulation of the Minister of Marine Affairs and Fisheries number 32 of 2014 concerning Public Services within the Ministry of Marine Affairs and Fisheries as amended by Regulation of the Minister of Marine Affairs and Fisheries number 33 of 2017 concerning Public Services in the Environment of the Ministry of Marine Affairs and Fisheries organizes 2 (two) public services, namely the Fishing Vessel Monitoring System (called as Sistem Pemantauan Kapal Perikanan-SPKP) and the Operational Feasibility Inspection of Fishing Vessels in order for publishing an Operation Legal Letter (called as Surat Laik Operasi-SLO). For the implementation of public services, the Fishing Vessel Monitoring System (SPKP) is carried out by the Directorate of Monitoring and Fleet Operation which is integrated with the KKP One Stop Service (called as PTSP), while the Operational Feasibility Inspection of Fishing Vessels in order to Publish an Operation Legal Letter (SLO) is carried out by the Technical Implementing Unit Directorate General of Surveillance For Marine And Fisheries Resources. Public services at Fishing Vessel Monitoring System consist of: transmitter activation services, monitoring of fishing vessel movements and granting access to fishing vessels.

The legal basis for implementing the Fisheries Vessel Monitoring System (SPKP) is the Minister of Marine Affairs and Fisheries Regulation number 23 of 2021 concerning Operation Legal Letter and Fishing Vessel Monitoring Systems. This Ministerial Regulation is a revision as well as an amalgamation of 2 (two) Minister of Marine Affairs and Fisheries Regulations Number 1/PERMEN-KP/2017 concerning Operation Legal Letter for Fishing Vessel Operations and Minister of Marine Affairs and Fisheries Regulation Number 10/PERMEN-KP/2019 concerning Fishing Vessel Monitoring Systems . The revision and amalgamation of the two rules is a follow-up to the implementation of Law Number 11 of 2020 concerning Job Creation.

In the Regulation of the Minister of Marine Affairs and Fisheries number 23 of 2021, the Fishing Vessel Monitoring System (SPKP) is a fishing vessel monitoring system utilizing predetermined equipment to decide the development and activities of fishing vessels, while the Transmitter Activation Certificate (SKAT) is a written document which states that the online SPKP transmitter on certain fishing vessels has been introduced, enacted, and can be checked at the fishing vessel monitoring center.

3.3. SALMON Application as Public Service Innovation of the Directorate General of Surveillance For Marine And Fisheries Resources

Fishing industry services, as part of governance, face major challenges caused by centralization of service locations, administrative costs, and service processing times. The Fishing Vessel Monitoring System (SPKP) is one form of checking the movement of fishing vessels, through the SPKP the vessel owner can find out the movement of his fishing vessels. However, the complexity of using the SPKP application that has not been integrated is a separate problem for vessel owners. Based on the data of vessels that have a Fishing Permit (SIPI)/License for Fish Transporting Vessels (SIKPI) based on the data sharing system licensing of the Directorate General of Capture Fisheries-MMAF there are 5,485 vessels, it requires a breakthrough in integrated governance innovation in the service and surveillance of fisheries activities. .

To answer these challenges and in accordance with the Presidential Instruction of the Republic of Indonesia Presidential Instruction of the Republic of Indonesia Number 7 of 2019 concerning the Acceleration of the Ease of Doing Business which is one of the instructions is to reduce the number, simplify procedures and requirements, as well as accelerate the publishing of business permits, through changes or revocation of laws and regulations. which regulates business licensing in each Ministry/Institution. The Ministry of Marine Affairs and Fisheries (MMAF) launched a technology-based innovation as a gateway for licensing and monitoring the Indonesian fishing industry, namely **Online SPKP Transmitter Tracking and Monitoring Activation System (SALMON)** .

The Salmon application is a development of the publishing of a Transmitter Activation Certificate on line (SKAT on line). The features in the SALMON application consist of:

1. The Activation Feature is a feature that processes the publishing of the Transmitter Activation Certificate (SKAT). SKAT is a document stating that the vessel already has an active SPKP transmitter and it is fit to carry out fishing or transport operations;
2. The Vessel Tracking feature is a service feature that can track and find out the activity of the SPKP transmitter and the last position of fishing vessels;
3. The Monitor feature is a service feature for surveillance and monitoring the movement of fishing vessels in genuine time. This creates a collective monitoring collaboration, both by the Directorate General of Surveillance For Marine And

Fisheries Resources and fishing vessel owners, in arrange to improve compliance with fishing areas;

4. The Vessel Distribution feature is a service feature that displays the distribution of fishing vessels in Indonesian waters and the high seas. This is useful for the Directorate General of Surveillance For Marine And Fisheries Resources to find out the potential of the area and operational activities of fishing vessels; and
5. The Contact Us feature is a feature to get information related to further services, such as social media information, email, and call center for SPKP services.

3.4. Development of SALMON and its implementation during the Covid 19 pandemic

Public services Implementation of Directorate General of Surveillance For Marine And Fisheries Resources especially in the implementation of the Fishing Vessel Monitoring System during the Covid 19 Pandemic is carried out by referring to:

1. Leaflet of the Minister of Marine Affairs and Fisheries Number B-171/MEN-KP/III/2020 Regarding the Temporary Suspension of All Office Activities within the Ministry of Marine Affairs and Fisheries in Efforts to Prevent the Spread of Covid-19
2. Leaflet of the Director General of Surveillance For Marine And Fisheries Resources Number 07289/PSDKP/III/2020 concerning Vigilance and Prevention of the Covid-19 Disease Outbreak in the Implementation of Surveillance for Marine and Fisheries Resources
3. Leaflet of the Director of Monitoring and Fleet Operations Number 07816/PSDKP.1/PW.351/IV/2020 concerning the Publishing of Temporary Transmitter Activation Certificates (SKAT)

Based on these 3 references, the implementation of Directorate General of Surveillance For Marine And Fisheries Resources public services made a breakthrough by developing the SALMON application in order to continue providing services to the society. Development focused on services that originally had to be face-to-face replaced with self-service. The development carried out in the SALMON application is as follows:

From the table above, the most significant application development is the transmitter registration activation feature. The development of the application accelerated the processing of SKAT documents from 3 (three) days to 40 minutes. In addition, service

TABLE 1: SALMON Application Development (before and after the Covid 19 pandemic).

NO	FEATURE	2019	2020 (Covid 19 Pandemic)
1	Transmitter registration activation	- Manually service, service users submit an application to the Director General of Surveillance For Marine And Fisheries Resources - The extension of the SKAT is carried out to PTSP MMAF or through the Technical Implementation Unit of Directorate General Of Surveillance For Marine And Fisheries Resources - Takes 3 days (submission, processing and delivery)	- Self service by service users via E Service SKAT - Use of SKAT Cards that are read via NFC - Available in mobile version on <i>Google Play Store</i> - Takes 40 minutes
2	Vessel Track, Monitor, vessel spread, contact us	Web-based	Available in mobile version on <i>Google Play Store</i>

users can print documents independently, thereby reducing the company’s operational costs. This is of course in line with the ultimate goal of public services so that the society can get an easy and a fast public services and avoid direct contact during the Covid-19 Pandemic.

The success of the Directorate General of Surveillance For Marine And Fisheries Resources in improving public services for SPKP services is marked by the increase in the results of the Community Satisfaction Survey from 2019 – September 2021 as shown in the following table:

TABLE 2: Results of the Society Satisfaction Survey (SKM) for the period 2019 - 2021.

NO	PRODUCT SERVICE	RESULTS		
		2019	2020	2021
1	Transmitter activation registration	87.31	88,40	90,20
2	Monitoring the movement of fishing vessels	83.69	85.10	86.84
3	Granting access to fishing boats	87.51	88.05	90.00

Source: Directorate of Monitoring and Fleet Operations (processed)

The results of the Community Satisfaction Survey on 3 (three) services provided by the Directorate General of Surveillance For Marine And Fisheries Resources using the SALMON application have increased every year. For transmitter activation registration service products, there was an increase of 1.09 in 2020, and an increase of 1.8 again in 2021. When compared to 2019 (before development) the increase in SMI was 2.89. This indicates that the development/breakthrough carried out by the Directorate General of Surveillance For Marine And Fisheries Resources in the transmitter activation registration service provides convenience and benefits for the society.

4. Conclusion

The Directorate General Of Surveillance For Marine And Fisheries Resources as a public service provider at the Ministry of Marine Affairs and Fisheries on the Fishing Vessel Monitoring System service has developed the SALMON application. In the Covid 19 pandemic, to facilitate and avoid direct contact with service users, the SALMON application capability has been increased, especially in the transmitter activation registration feature so that the service users can directly apply and print their own Transmitter Activation Certificate (SKAT). In the context of future development, we recommend that the SPKP service to be integrated with the Operation Legal Letter (usually called as Surat Laik Operasional a.k.a SLO) service and other authorizing administrations within the field of fisheries, so that integration will increasingly provide ease of doing business for stakeholders of the Ministry of Marine Affairs and Fisheries.

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