



# SiCANTIK Cloud Service: Quality of Non-Business License Issuance

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## Abstract

Information technology in the government sector improves efficiency, effectiveness, and the quality of public services that are faster, more transparent, and easily accessible. In the licensing sector, DPMPTSP utilizes the SiCANTIK Cloud application to facilitate digital permit applications. This study aims to analyze the quality of the SiCANTIK Cloud application in issuing non-business permits at DPMPTSP Majalengka Regency. Using qualitative research methods with data collection techniques through observation, interviews, documentation as well as literature books, journals, and reports related to research needs and using the E-GovQual (E-Government Service Quality) Theory coined by Papadomichelaki & Mentaz in 2012. Based on the results of field findings on indicators of Ease of Use, Trust, Reliability and Citizen Support are optimal. Reliability indicators have met the criteria but still require system improvements on the SiCANTIK Cloud web. However, the Functionality of the Interaction Environment indicator and the Content and appearance of information indicator are not yet optimal. It can be concluded that there are still some technical problems, such as verification codes that are not sent to the applicant's email and occasional errors in the application system, but they do not hamper the smooth running of permit services at DPMPTSP Majalengka Regency because DPMPTSP reports these problems to KOMINFO and provides face-to-face service options during application disruptions.

**Keywords:** E-Government, Service Quality, Digital Service, Information Technology, Public Service

## INTRODUCTION

Technological advances in the digital age are now very fast, so that many human activities today are highly dependent on technological developments in (Wulandari et al., 2021). The use of technology through smartphones is growing rapidly because it is considered to provide comfort and convenience for its users in (Fajarianto et al., 2021). With the existence of information technology in the government sector, it will help the process of implementing public services that are better and faster and continue to develop along with the times.

Based on Law Number 25 of 2009 Article 1, paragraph (1), public service is an activity or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident for goods, services, and / or administrative services provided by public service providers. (Indonesian Law Number 25 of 2009, 2009). It can be said that part of the provision of services to the public, the government has an obligation to provide appropriate and appropriate services with processes that can meet the needs of the community. This law sets out the responsibilities of government to provide quality, efficient, transparent and accountable services to the public. Public services should be implemented with attention to principles such as quality standards, speed, timeliness, as well as ease of access for the public.

According to Law Number 25 of 2009 article 1 paragraph (7), service standards are benchmarks used as guidelines for service delivery and reference for assessing service quality as obligations and promises of organizers to the public in the context of quality, fast, easy, affordable and measurable services. (Indonesian Law Number 25 of 2009, 2009). The government at the central and regional levels has the task of ensuring that public services are organized in an effective and efficient manner, in accordance with predetermined standards, to fulfill the rights of the community. This legal basis provides a strong foundation for the government to organize and improve the public service system in order to better meet the needs of the community and make

it more time- and resource-efficient.

In an effort to improve the quality and efficiency of public services, Presidential Regulation No. 95/2018 on Electronic-Based Government Systems (SPBE) is also an important foundation. This regulation emphasizes the importance of using information and communication technology (ICT) in the implementation of government, including in providing public services. SPBE aims to build a more effective, responsive, and transparent government system through the use of technology, which in turn can accelerate the service process and increase ease of access for the community. With this legal basis, the government has a strong foundation to regulate and improve public service systems, both conventionally and electronically based, in order to more effectively meet the needs of the community and improve the efficiency and responsiveness of public services (Ministry of PANRB, 2024).

The Ministry of Communication and Information Technology (Kominfo) in collaboration with the Ministry of Home Affairs of the Republic of Indonesia provides efforts to support the acceleration of the licensing system to respond to the need for bureaucratic reform and improve the quality of public services quoted from (Liputan Aptika, 2023). The effort made was to launch the SiCANTIK Cloud application in 2010 in accordance with Presidential Instruction (Inpres) No. 3 of 2003 which reads “e-Government development is an effort to develop electronic-based government administration in order to improve the quality of public services effectively and efficiently” as quoted through the page (KOMINFO, 2024).

Smart Application for Integrated Licensing Services for the Public stands for SiCANTIK. This platform is a cloud system and can be used by government agencies free of charge. This web-based application is integrated with the Online Single Submission (OSS) for non-permitting and non-business services managed by the One-Stop Investment and Integrated Services Agency (DPM-PTSP) in (KOMINFO, 2024).

The SiCANTIK Cloud application is utilized for non-permitting and non-business services as well as other services carried out at the One-Stop Investment and Integrated Services Agency (DPMPTSP) in the regions listed in Presidential Regulation Number 97 of 2014 concerning the Implementation of Licensing and Non-licensing by PTSP must use electronic services (PSE) related to regional PTSP explained in Permendagri Number 138 of 2017. SiCANTIK Cloud supports the implementation of One Single Submission (OSS) for regions in accordance with Presidential Regulation Number 91 of 2017 concerning the Acceleration of Business Implementation. (KOMINFO, 2024).

DPMPTSP Majalengka Regency is one of the offices in the Regency / City that implements the application, with the aim of providing digital-based licensing services to meet the demands of digital public service delivery and improve the quality of public services in accordance with Majalengka Regent Regulation (Perbup) Number 100 of 2020 concerning “Standard Operating Procedures for Electronically Integrated Licensing Services at the Majalengka Regency Investment and One-Stop Integrated Service Office”. (Regent Regulation of Majalengka Number 100 of 2020, 2020).

Based on previous research conducted by Hanivi Yanti and Sri Wahyu Handayani as outlined in the State Administration Journal entitled “Implementation of the SiCANTIK Cloud Application for Services at DPMPTSP Banda Aceh”, findings were obtained including that there are still network-related obstacles and not all people understand the use of the application (Yanti & Handayani, 2022). Based on the research above, there are differences in the direction of research to be carried out by researchers compared to previous studies. Although the theme raised is still related to the SiCANTIK Cloud Service, this research is more focused on analyzing the quality of SiCANTIK Cloud services at DPMPTSP Majalengka Regency in the process of issuing non-business permits.

The main problems that are the focus of this research include: how is the quality of the SiCANTIK Cloud application in the issuance of non-business licenses, what are the obstacles faced in the implementation of the SiCANTIK Cloud application in the process of issuing non-business licenses, and the efforts given by the Majalengka Regency Investment and One-Stop Integrated Services (DPMPTSP) Office to overcome these obstacles?

## LITERATUR REVIEW

According to (Rasyid, 2000) in the book (Hardiyansyah, 2018), **public service** can be understood as providing services to meet the needs of individuals or communities who have an interest in organizational groups, in accordance with predetermined regulations and procedures. Basically, the task of government is to serve the community, not for personal gain, but to create conditions that allow each member of society to develop their abilities and creativity in order to achieve common goals. Previous research relevant to this topic has been conducted by (Rangkuti & Kurniawan, 2022) entitled “Improving the Quality of Public Services at the Bandung City Population and Civil Registry Office Based on the Community Satisfaction Survey” which resulted in research that public services at the Bandung City Disdukcapil were good in terms of community satisfaction,

but there were several aspects that needed to be improved. Recommendations are given for three main indicators: service time, officer competence, and complaint handling. To improve the quality of services at the Bandung City Disdukcapil, steps need to be taken to create a one-stop integrated service system and conduct training to improve the quality of Human Resources (HR) in the service sector..

Public services are a series of activities carried out to meet community needs in the form of goods, services, and administrative services. Non-business licensing services at DPMPTSP are included in administrative services that aim to benefit the community without seeking profit. Non-business licensing refers to the type of license required for activities or projects that are not related to commercial businesses. In this context, non-business licensing includes various licenses required for space management, infrastructure development, and other social activities such as the Operational Permit for Non-Formal Education.

In relation with the implementation of services and along with the times, the government is required to utilize information technology in the service process. Along with the development of globalization which encourages the need for renewal or innovation, the concept of e-government is developed as an innovation in public services. According to Indrajit in Kusnadi & Ma'ruf (2017) explains that e-Government refers to the use of information technology by the government to facilitate the transformation of relationships between government, society, the private sector, and other interested parties. The information technology used can be the internet, mobile devices, computers, or other media. This system is designed to distribute government services in digital form in (Lestari et al., 2021).

Previous research that is relevant to this topic is research conducted by (Octavian et al., 2023), entitled "E-Government Service Quality on Online Single Submission Risked Based Approach (OSS-RBA) at the Investment Office and One-Stop Integrated Services (DPMPTSP) Sumedang Regency". This study aims to determine the implementation of E-Government Service Quality on Online Single Submission Risked Based Approach (OSS-RBA) at DPMPTSP Sumedang Regency. The results showed that the quality of OSS-RBA services at DPMPTSP Sumedang Regency was running well and made it easier for the community, as evidenced by the average score obtained above 80% which was in the very good category. The conclusion of this study is that the existence of the OSS-RBA website in business licensing services by the DPMPTSP of Sumedang Regency facilitates and accelerates the licensing application process. However, DPMPTSP needs to continue to pay attention to community suggestions and complaints so that the quality of service will improve.

To improve the quality of public services at the PMPTSP Office, KOMINFO launched a web-based service application, SiCANTIK Cloud. SiCANTIK Cloud stands for Smart Application for Integrated Licensing Services for the Public. SiCANTIK Cloud is an application for non-business licensing and non-licensing services at DPMPTSP, with the main objective of simplifying the process of issuing business licenses. Previous research relevant to this topic is research conducted by (Mursyida & Mardhiah, 2022) entitled "Innovation of the siCANTIK Cloud Application for Health Permit Management Services at DPMPTSP West Aceh". The results of his research show that the innovation of the siCANTIK Cloud application in managing health licensing at DPMPTSP West Aceh has not been optimal, based on E-Government theory which includes Support, Capacity, and Value. The policies implemented are in accordance with the SOP and are well received by the community, and provide benefits for service recipients and agencies. However, the community still faces obstacles such as the siCANTIK Cloud application often errors and waiting for verification of registration via email. This obstacle is caused by the implementation of a new application, socialization that has not been maximized, and lack of human resources, so that online health permit management has not run smoothly.

The existence of the SiCANTIK Cloud service innovation in the implementation of business licensing services at the PMPTSP Office certainly needs to know the quality of this SiCANTIK Cloud application, in order to find out whether the SiCANTIK Cloud application provides maximum benefits, is safe and efficient for the implementation of licensing services at DMPTSP. Previous research relevant to this topic is research conducted by (Yanuar & Nurul Hidayati, 2021) entitled "Service Quality of the E-KIOS Program as a Public Sector Innovation (Case Study of Dukuh Kupang Village, Surabaya City)". The purpose of this study was to determine the quality of service of the E-Kios program in Kelurahan Dukuh Kupang Surabaya with the E-GovQual instrument. The results of the analysis show that the service quality of the E-Kios program in Dukuh Kupang Village, Surabaya, as measured through indicators of ease of use, trust, environmental interaction functions, reliability, information display, and community support, shows good results. However, improvement is still needed in the indicators of functionality of the interaction environment, reliability, and citizen support. For the functionality of the interaction environment indicator, it is recommended to add a response form to the E-Kios program. Meanwhile, on the reliability and citizen support indicators, E-Kios should prepare and ensure that the machines used in the E-Kios program services are functioning properly every day, as well as adding contact information and help pages to the E-Kios program. However, the indicators of ease of use, trust, and content and appearance of information in the E-Kios program are very good.

Based on some of the literature reviews above, it can be illustrated that public services have a very important role in meeting the needs of the community, both in the form of services, goods, and administrative services. Along with the times, efforts to improve the quality of public services and encourage innovation continue, one of which is the application of e- government principles. E-government here refers to the use of information technology in government, especially in public services. One of the innovations implemented by the government is the use of digital applications or websites to increase effectiveness, efficiency and transparency in public services.

There are gaps in previous research, where in previous research specifically there has been no research conducted at DPMPTSP Majalengka Regency, especially in the context of the SiCANTIK Cloud application. In addition, previous studies have discussed the SiCANTIK Cloud application, but the focus is on health licensing, while this study focuses on non-business licensing, and studies of the quality of service of the SiCANTIK CLOUD application in the context of issuing non-business licenses have not been carried out in depth with a systematic evaluative approach. Although the theory used is the same as several studies that have been conducted previously, namely the E-GovQual (E-Government Service Quality) theory developed by Papadomichelaki & Mentaz, there are differences in research results between previous researchers and this study, namely previous studies show that the indicators of ease of use (Ease of Use) and trust (Trust) are optimal. The reliability indicator (Reliability) has met the criteria, but still needs improvement in the system. Citizen support shows significant progress. Meanwhile, the Functionality of the Interaction Environment is still an unresolved challenge, and the content and display of information has decreased in quality, indicating the need for further evaluation and improvement.

## RESEARCH METHOD

This research applies a qualitative approach to describe the problem and research focus. Qualitative method is a social research procedure that aims to obtain descriptive data in the form of sentences and pictures. Qualitative Research, according to Bogdan and Tylor in (Meleong, 2001: 3) is a research method that produces descriptive data consisting of behavior and written or spoken words from the subject of research (Mahlil Hendra & Bangun Matius, 2022).

Through the use of descriptive qualitative research methods, researchers intend to describe or explain an event or phenomenon based on what happened at the scene and information received in oral and written form in the community and observed behavior related to the SiCantik Cloud Application service.

This research data was obtained through observation, interview, and documentation methods. related to the SiCantik Cloud application at DPMPTSP Majalengka Regency and looking for literature such as books, journals, and reports related to the problem under study. The data collection technique in this study uses the E-GovQual (E-Government Service Quality) theory created by Papadomichelaki & Mentaz in 2012 in the journal (Octavian et al., 2023) This theory consists of six main aspects, namely: Ease Of Use, Trust, Reliability, Citizen Support, Functionality Of The Interaction Environment, and Content and appearance of information.

Lofland (in Moleong, 2013) states that in qualitative research, the main data used are words and actions, while other data sources, such as documents, are additional in the Journal of the Study of the Amplang Business Learning Group at Usaha Anda Jaya Samarinda Production House (Octavia, 2020). This study uses two types of data sources, namely primary data obtained directly from the field by researchers or parties involved in the research, as well as secondary data obtained through literature review or other documents (Fikma et al., 2021).

As for this research, the sources or research informants include: First, the main source or informant who is an employee of the Computer Operator Services Expenditure Section at DPMPTSP Majalengka Regency. Second, supporting sources or informants who are one of the Junior Experts in the Licensing and Non-Licensing Services Division of Social and Cultural Economy at DPMPTSP Majalengka Regency, one of the Service Division employees at DPMPTSP Majalengka Regency and three applicants or people who perform licensing services through the SiCantik Cloud application. Secondary data used in the form of literature studies, namely the legal basis of relevant legislation related to the SiCantik Cloud application licensing service, scientific works, related journals, and also the results of previous research..

## RESULTS AND DISCUSSION

DPMPTSP Majalengka Regency implemented the SiCANTIK Cloud application with the aim of improving the convenience and quality of services provided during the licensing process and began to be implemented in December 2022. Although there is no law or regulation stipulated by the Majalengka Regency government to use the SiCANTIK Cloud application, this application is used in accordance with recommendations from the Ministry of Communication and Information Technology (KOMINFO) and Majalengka Regent Regulation Number 100 of 2020, which stipulates “Standard Operating Procedures for Electronically Integrated Licensing

Services at the Majalengka Regency Investment and One- Stop Integrated Services Office.”

The SiCANTIK Cloud application service at DPMPTSP Majalengka Regency manages non-business permits, namely Health Worker Practice Permits (SIP), Supervision Card Permits covering city transportation supervision permits for village transportation, and elf public transportation, but in applying for this permit entrepreneurs cannot apply for a permit on behalf of an individual, but must first join an organization or business entity such as a Limited Liability Company, BUMD, BUMN and Cooperative. In addition, there are Non-formal Education Operational Licenses including operational licenses for kindergartens/early childhood, elementary schools (SD), and junior high schools (SMP), and Non-BULD Government Clinic Licenses. However, the Licensing of Health Workers Practice License (SIP) at DPMPTSP Majalengka Regency will be transferred to another application starting in early 2025.

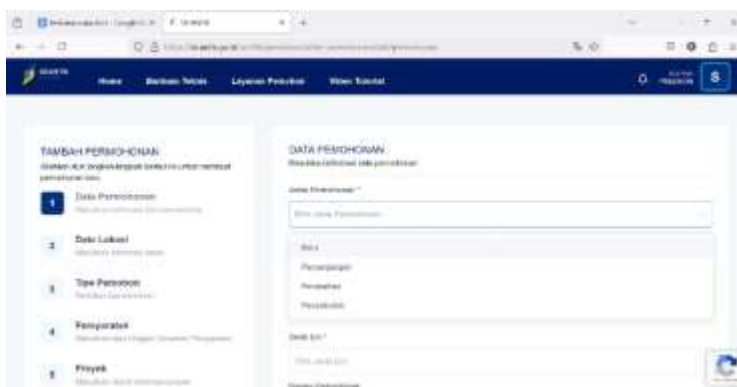
The licensing of Health Workers Practice License (SIP) will only be managed by the SiCANTIK Cloud application until December 2024. Although at the beginning of 2025 the Health Worker Practice License (SIP) service will be transferred to another application, the application for the Health Worker SIP has begun to be implemented through the new application. The advantages of the SiCANTIK Cloud application compared to other applications in the DPMPTSP of Majalengka Regency are that the features in the SiCANTIK application can add types of permit applications according to the needs of the applicant and the Service, all types of non-permit and non-business permits are available in one integrated platform, so that the public can access and submit applications more efficiently.

The SiCANTIK Cloud application service process can be accessed by applicants or the public flexibly anywhere and anytime without the need to visit directly to the Majalengka Regency DPMPTSP office free of charge. However, there are obstacles, namely the non-entry of the verification code in the process of creating a SiCANTIK Cloud account to the user's email and also the application sometimes experiences system errors. This was conveyed by the Division of Computer Operator Services Expenditure (Technical Division), namely Mr. Syaeful Hilman Supratman, S.T. (Interview, November 22, 2024).

## Quality of SiCANTIK Cloud Application in Issuing Non-Business License EGovQual (E-Government

### Service Quality) Theory

**Ease of Use** can be interpreted as how easy the website is perceived by its users in (Octavian et al., 2023). Based on the results of the interview, the SiCANTIK Cloud URL is easy to remember for users because of its unique and familiar name. This can be proven in the field, where many users stated that they had no difficulty in remembering or accessing the SiCANTIK Cloud site because the domain name was simple and easy to remember. This SiCANTIK Cloud application certainly meets the basic needs of users in easy access to licensing services at DPMPTSP Majalengka Regency. According to one of the employees in the Computer Operator Services Expenditure Section of the Majalengka Regency DPMPTSP, he said that the SiCANTIK Cloud application can add types of permit applications according to user needs. This type of permit application includes the type of new permit application, the type of renewal permit application, the type of change permit application, the type of revocation permit application. The applicants revealed that this application always updates the information automatically and periodically, so that users can easily monitor the status of their permit applications directly and updated. On the permit application page of the SiCANTIK Cloud application, it is equipped with step-by-step instructions for submitting a non-business license application, which makes it easier for applicants in the application process. Even though step- by-step instructions are already available in the application, DPMPTSP Majalengka Regency also provides guidebooks or instructions in the form of digital files regarding registration and submission of permits through the SiCANTIK Cloud Application.



Source: SiCANTIK Cloud, 2024

## Figure 1. Application Type Menu

**Trust**, this dimension is used to assess the extent to which users of the SiCANTIK Cloud application or website feel trust, especially regarding the security and protection of their personal data (Octavian et al., 2023). Based on the results of the interview, it can be concluded that the SiCANTIK Cloud application has maintained the confidentiality of user data properly. This is evident in the field, where each individual has a personal account to apply for a non-business license, which is protected by a username and password known only to that user. SiCANTIK Cloud application is committed to not utilizing users' personal data outside of its intended purpose. For example, the username and password are only used for activities related to the application, such as applying for a non-business license or when logging in. User data is only used for the verification process on the SiCANTIK Cloud website, which aims to ensure the identity of users when they access the service. In addition, user data will not be disseminated to third parties, because each user has their own account and the license application requirements of each applicant are different, depending on the type of license applied for.



Source: SiCANTIK Cloud, 2024

## Figure 2 SiCANTIK Cloud Application Display

**Reliability** serves to see whether the service provider, namely an agency or institution, provides services as promised reliably, accurately and satisfactorily. In this context, reliability refers to the level of public trust in government sites, especially in presenting information that is accurate, easily accessible, available at all times, and able to provide services in a timely manner (Octavian et al., 2023). In the case of making non-business licenses through the Si CANTIK Cloud application/website. The results of interviews with service sector employees at DPMPTSP Majalengka Regency and applicants show that the SiCANTIK Cloud application can be accessed through various types of browsers, such as Chrome, Google, Safari, and others. In addition, this application is available 24 hours a day, 7 days a week. According to an employee in the field of Computer Operator Services Expenditure at DPMPTSP Majalengka Regency, he explained that the application and issuance of permits through SiCANTIK Cloud can be completed on time if the applicant has fulfilled all the requirements without any errors. He also added that after the license is issued, the applicant can download the license independently and quickly. However, sometimes there are technical problems in the process of applying for or issuing permits, such as system errors or the SiCANTIK Cloud application cannot be accessed, which can hinder the smooth process of applying for and issuing non-business licenses.

**Citizen Support** can be defined as assistance provided by organizations or site managers to assist users in finding information or when accessing the site in (Yanuar & Nurul Hidayati, 2021). Support here is in the form of responsiveness of the site manager in helping user problems. Based on the results of interviews with users as applicants, Majalengka Regency DPMPTSP employees show very responsive, responsive, and professional performance in handling the problems of license applicants through SiCANTIK Cloud. They have quality knowledge, abilities, and expertise, as well as a clear organizational structure to support the smooth running of services.

According to one of the employees, namely the Junior Expert for Licensing and Non-Licensing Services in the Social and Cultural Economy (Section Head) at DPMPTSP Majalengka Regency, he explained that DPMPTSP Majalengka Regency provides three special sections to help smooth the licensing service process, namely first, the Service Section which is tasked with verifying data or documents for the completeness of the requirements for licenses issued, secondly the Template Section is responsible for editing data or documents before the license is issued, and thirdly there is a Technical / Operator Section which is tasked with handling all technical problems that arise when performing licensing services. In addition, employees also show high confidence and conviction in delivering services and solving problems complained about by applicants. Their communication with applicants is also very friendly and polite, whether by telephone, email, or social media. Thus, licensing services

at DPMPTSP Majalengka Regency are considered very good and responsive, and are able to provide satisfaction to license applicants. This also shows the commitment of DPMPTSP Majalengka Regency in improving service quality and optimally meeting community needs.

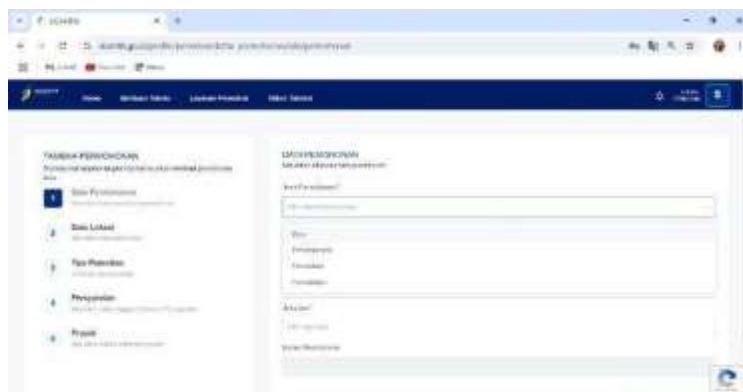
**Functionality of the Interaction Environment**, namely the ability of an application system / website to meet user needs and facilitate interaction between users and the system (Yanuar & Nurul Hidayati, 2021). Based on the results of the interview, it can be concluded that the SiCANTIK Cloud application has technical assistance and complaint features, but the DPMPTSP of Majalengka Regency prefers to use consultation services through social media such as WhatsApp, Instagram, and Facebook because the technical assistance feature or complaint service provided by SiCANTIK Cloud from the applicant's side is a little difficult to use the feature and is not familiar, this was conveyed by one of the employees of the Computer Operator Services Expenditure Division at the DPMPTSP of Majalengka Regency. The communication service contact provided by the Majalengka Regency DPMPTSP, via WhatsApp, has been responsive and fast in handling public complaints related to problems in applying for and issuing non-business licenses. DPMPTSP employees provide clear explanations and appropriate solutions based on applicable regulations. In addition, the Majalengka Regency DPMPTSP provides offline licensing services at the office, with employees who are competent in guiding applicants.



Source: Instagram Account @dpmptsp.majalengka, 2024

**Figure 3 Customer Support Service**

**Content and appearance of information** refers to the quality of the information or site itself, as well as the way it is presented and arranged, such as the use of colors, graphics, and the right size of web pages in (Yanuar & Nurul Hidayati, 2021). Based on the results of interviews with Majalengka Regency DPMPTSP employees and several applicants, they said that the appearance of the SiCANTIK Cloud application features was user-friendly, simple, and easy to understand, so that it could be used smoothly by users. The account registration process in SiCANTIK Cloud is very easy and uncomplicated, although some applicants experienced problems, such as account verification codes that were not received or did not enter the applicant's email. The elements and features in this application are complete and in accordance with user needs, and can function properly. The information provided by the app is always updated, allowing applicants to monitor the status of their license application regularly and accurately. However, one applicant stated that there was a feature that could not be used, namely the video tutorial feature, which should include a guide to SiCANTIK Cloud, but currently no video is available. In addition, an employee in the Computer Operator Services Expenditure Division of DPMPTSP Majalengka Regency stated that SiCANTIK Cloud continues to update its version for improvement. As an employee in charge of managing the SiCANTIK Cloud service, he has a special account to monitor and manage permit applications. However, he faces difficulties because in the latest version, the scrolling feature to search for applicant data or documents does not exist, so he has to search for documents manually, which of course takes time.



Source: SiCANTIK Cloud, 2024

**Figure 4 Application Type Menu Display**

### **Barriers to the SiCANTIK Cloud Application in the Non-Business License Issuance Process**

The implementation of non-permitting and non-business services through the SiCANTIK Cloud platform at DPMPTSP Majalengka Regency has been implemented well. However, there are several obstacles in the implementation of the SiCANTIK Cloud application that hinder the issuance of non-business licenses. First, the application sometimes experiences system disruptions so that it cannot be accessed by applicants or DPMPTSP employees, with the duration of the disruption usually lasting one day or a maximum of 2-3 days. Second, there are problems when creating an account, where the verification code does not enter the applicant's E-mail account.

### **Efforts to Overcome Obstacles to the Implementation of the SiCANTIK Cloud Application**

Efforts made by the Majalengka Regency DPMPTSP, namely, the Service connects communication between the applicant and special officers in the Operator or Technical Division of the SiCANTIK Cloud application through the ZOOM or WhatsApp application. If the problem cannot be resolved by the Operator or Technician Division, the Majalengka Regency DPMPTSP will immediately report the problem to the Ministry of Communication and Information Technology (KOMINFO), which launched and developed this application. The Majalengka Regency DPMPTSP also recommends that applicants apply for licenses manually or face-to-face at the DPMPTSP office while the SiCANTIK system is experiencing interference. In addition, DPMPTSP Majalengka Regency routinely conducts annual evaluations of all existing digital services.

### **CONCLUSION**

Based on the explanation explained by the researcher, it can be concluded that the innovation in digital licensing services introduced by the Ministry of Communication and Information, and has been implemented at DPMPTSP Majalengka Regency, in the form of the web-based SiCANTIK Cloud application, has good quality and has made a significant contribution. The results of this study explain that the quality of licensing services and issuance of non-business licenses through the SiCANTIK Cloud application at DPMPTSP Majalengka Regency, which is measured using 6 indicators from EGovQual Theory, indicates that the indicators of Ease of Use, Trust, Reliability and Citizen Support are optimal and meet the criteria. However, the Reliability indicator requires system improvements on the SiCANTIK Cloud web so that no errors occur that hinder access. Meanwhile, the Functionality of the Interaction Environment indicator has not fully met the standards and is not optimal, because the technical assistance feature in the SiCANTIK Cloud application is still considered unfamiliar by the applicant and the agency. Of course, the agency offers a solution by providing communication services through social media. The Content and Appearance of Information indicator has not fully met the criteria, because the quality of the SiCANTIK Cloud system needs to be improved with the latest version that is more stable, as well as improvements to elements and features, especially the video tutorial feature and also the scrolling feature for searching data or documents. Several obstacles were found in using the SiCANTIK application, especially in the process of issuing non-business licenses. System disruptions that occur in the application can last for one full day to a maximum of two to three days. In addition, when creating a SiCANTIK Cloud account, the verification code is often not sent to the applicant's email address. In response to these obstacles, DPMPTSP of Majalengka Regency has made various efforts, including facilitating communication between applicants and related agencies, and reporting technical problems to the Ministry of Communication and Information Technology (KOMINFO). As an alternative, DPMPTSP also provides direct services through face-to-face meetings.

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