

## SIPKUMHAM AND THE RISE OF DIGITALIZATION IN THE MINISTRY OF LAW AND HUMAN RIGHTS

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### ABSTRACT

The use of digital has accelerated after Covid-19 Pandemic which now has turned to the third year. The implementation of digital development is the emergence of digital system in government administrations which is known as Electronic Government. The situation encourages the use of digital government, or more specifically the use of digital system in government administration system or known as E-Government. Digitalization occurs in many areas including in law and human rights. However, the impact of digital acceleration on working procedures at the Ministry of Law and Human Rights becomes the main focus, currently. This article aims to unfold the process of digital acceleration procedures at the Ministry of Law and Human Rights, handling law and human rights affairs. In particular this article will discuss the SIPKUMHAM application. In fact, the attachment of digitalization, has been stated by Law and Human Rights Research and Development Agency within the SIPKUMHAM which contains databases regarding to the issues and its control. This study uses empirical juridical research of qualitative approach. We found that databases are needed to make evidence-based policy. The SIPKUMHAM application becomes a research information system that is able to provide factual data in terms of policy recommendations and tangible forms of performance to the Republic of Indonesia.

**Keywords:** digitalization; database issues; policy.

### INTRODUCTION

The Covid-19 Pandemic, coupled with the increase of complicated challenges which is faced by the public sector, make an ideal time to accelerate the digitalization of public services. Digitalization, which often known as the use of information and communication technology, offers a global implementation with a significant influence on all public lines, practically. A proof of implementation in developing digitalization is the emergence of digital system in government management which is known as Electronic Government or E-Government<sup>1</sup>. In E-Government, human rights are increasingly being fulfilled in the digital era. The implementation of Electronic Government is intended to realize the function of public services which essentially is a government

responsibility, because the quality of public services is a major indicator of good governance. The basis of this reason is the government's desire to provide the best service to all Indonesian as stated in the Preamble of 1945 Constitution of Republic of Indonesia. Protecting all nations and promoting general welfare, is not only a purpose of Republic of Indonesia statements, but fundamentally the initial idea that was occurred from state concept and prosperity of public rights in the state service as well.

The concept of Electronic Government has been used as a parameter for assessing the level of progress in managing government which has emerged in line with demands for improving the performance of state's government. Electronic Government should emphasize the proportional involvement of government, community, or private elements which provide a baseline where anyone who has its role is required to be more oriented towards better public services. In

<sup>1</sup> Erick S. Holle, "Pelayanan Publik Melalui *Electronic Government*: Upaya Meminimalisir Praktek Maladministrasi Dalam Meningkatkan *Public Service*," *Jurnal Sasi Vol.17* no. 3 (2011): 21-30.

addition, Electronic Government is considered as an innovation to improve the quality of services. Moreover, it can facilitate public and government service easier in the form of institutional participation. The progress of digitalization provides unlimited access. Anyone can get it for free as long as they know how it works. Yet, considering the freedom of digitalization also has an impact on service standards that have not been indexed, properly. So, it is necessary to have policies and innovations in order to overcome problems by keeping the orientation to best public services that are provided to the communities. The decisions and policies which were taken, especially which related to digitalization, must be clear and firm in order to have an impact to encourage the creation of the community's welfare.<sup>2</sup>

The Indonesian Ministry of Law and Human Rights is one of the ministries that handled law and human right issues to public service. Those issues include policy formation, and implementation, as well as handling the law and human rights issues. Digitalization in the line of public services, law issues, and human rights issues should be able to implement the decisions of leaders or related stakeholders in making policies. Recently, Electronic Government is becoming popular due to the significant benefits to the government and, the public, including the delivery of the quality of public services, reduction of communication and information costs, bridging the digital divide, facilitating active community participation in government, expanding reach, and shortening distance from communities which live in the far or less densely populated areas. Those facts show that digitalization is considered as an effective way to create public value for communities.<sup>3</sup>

The real form of government obligations or more specifically leadership, in taking evidence-based policies has a close relationship to the

digitalization by considering the benefits which have mentioned above. Public policies should be made based on evidence so that those policies which was made by policy makers more effective. Evidence must be obtained comprehensively in order to make information to be accurate and reliable. This evidence is not obtained directly while conducting policy analysis. However, it should be firstly conducted research-based activities in the field of law and human rights. Regarding to the source of evidence which has obtained, digitalization is a good bridge between Indonesian Ministry of Law and Human Rights and the Regional Office of Ministry of Law and Human Rights in every province in Indonesia. Through digitalization, an issue that exists in the society can be captured by researchers within the Ministry of Law and Human Rights and then processed it into public policy in the specific area. In carrying out its duties and functions, the Ministry of Law and Human Rights must always make innovation so that it continues to develop the process of solving law and human rights issues, significantly. It is also known that law and human right issues are closely related. The responsibility of the Ministry of Law and Human Rights throughout Indonesia is inseparable from the main framework of state's obligations in the field of law and human rights.

How is the implementation of digitizing SIPKUMHAM application in Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights? The use of digitalization for law and human rights services in Indonesian Ministry of Law and Human Rights, which has initiated by Law and Human Rights Research and Development Agency, has been implemented since 2020 named SIPKUMHAM app (Information System for Research on Law and Human Rights). Then it continues with the development of its application in all regional offices of the Ministry of Law and Human Rights in each province throughout Indonesia.

Therefore, this study seeks to provide information and conducts research on the

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2 Muhyiddin, "Covid-19 New Normal dan Perencanaan Pembangunan di Indonesia," *The Indonesian Journal of Development Planning Vol.IV* no. 2 (2020): 240-241.  
3 United Nations, *World Public Sector Report 2003: E-Government at the Crossroad* (New York: Department of Economic and Social Affairs, 2003), 14.

implementation of digitalization for policy making in the region. This research focuses on the SIPKUMHAM application in the Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights. The research was conducted from the side of analyst or researcher on how the implementation of the SIPKUMHAM application is carried out. In achieving this goal, the research will be conducted on the SIPKUMHAM application through various sources related to its implementation. By implementing the policymakers that we were come from public, by public, and for public also for the sake of defending the needs of public, then the implementation of the SIPKUMHAM application is considered. Based on the background above, the main problems of this study is: To find out the extent of the implementation of SIPKUMHAM and the advantages as well as disadvantages of this application. Then the author will discuss those backgrounds in this scientific journal at Southeast Sulawesi Regional Office of Ministry of Law and Human Rights.

Public service policies, law policies, and human rights policies are output products whose impacts can be felt by the public, either directly or indirectly, in written or unwritten. Besides the resulting policies that have been produced, the efforts of the policy formation processes are an important part that cannot be underestimated. The knowledge and readiness of policymakers in their fields are the main foundation in every policy that will be made in Indonesia. The reason from the Ministry of Law and Human Rights is because the needs of Indonesian communities in the future will be more complex than current needs. Therefore, the Ministry of Law and Human Rights always forms competent researchers or analysts in each regional office so that the research can really become input for the process of analysis and public policy making. Formation of public service policies, law policies, and human rights policies should be based on the results of the research which have been existed in the communities. The results of the research are the means of connecting

the needs in the communities in each region at that time with the policymakers. Through the SIPKUMHAM application, it is hoped that the production of public policies can solve current issues and give hope to communities regarding to the progress of a region and broadly in Indonesia.

The development of SIPKUMHAM application has increased after the Regulation of the Minister of Law and Human Rights Number 33 of 2020 that concerning the strategic plan of the Ministry of Law and Human Rights for 2020-2024. It is also in line with Regulation of the Minister of Law and Human Rights Number 44 of 2016 that concerning the utilization of research production of law and human rights in the Ministry of Law and Human Rights. Before SIPKUMHAM application existed, Law and Human Rights Research and Development Agency has conducted manual data collection and input. However, based on the SIPKUMHAM application side, which originally summarized data on law and human rights issues, it also summarizes public service issues through operator or researcher in each regional office.

After the initiation of the SIPKUMHAM application, then Law and Human Rights Research and Development Agency needs to concentrate more on the formation of an evidence-based public policy that can be accepted by all groups of communities, since the formation of evidence-based public policy can provide big changes for the state, especially in public service sector, in the form of solving law and human rights issues. We should realize that research systems in law and human rights are precisely the spearheads of democratizations process. From this research system, Indonesia can consistently resolve law and human rights issues and provide better public services. Indonesian Ministry of Law and Human Rights is understood as the ministry that organizes and balances the law and human rights needs of Indonesian communities and their public services. Communities expectation to the Ministry of Law and Human Rights are that the policies which have been made must be based on research or based on real evidence. This understanding is in

line with the public knowledge which defines the system of Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights. It has the same functions as other systems in the Indonesian Ministry of Law and Human Rights, where all these systems interact each other. Therefore, the decentralization of the Ministry of Law and Human Rights is a delegation of authority and function from Indonesian Ministry of Law and Human Rights to the Southeast Sulawesi Regional Office of Ministry of Law and Human Rights.

Meanwhile, this research is only focus on the SIPKUMHAM application of Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights with the following considerations; Firstly, Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights is the main unit at the regional level. Second, Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights has obtained the title of A from Corruption-free Area as the integrity zone indicator where the predicate is given by the Ministry of Bureaucratic Reform which is the reason behind the limitations of this research.

As seen in the description above, Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights was given the responsibility and power to carry out the implementation function of law and human rights at the regional level as a result of decentralization. According to Article 3 of the Ministry of Law and Human Rights Regulation Number 44 of 2016, the results of this research can be used by stakeholders and government organizations at the central as well as regional levels to be used by Indonesian communities. The following research objectives are listed below:

1. To see and know the SIPKUMHAM application as a form of readiness for policy making by the leadership.
2. To find out the process of transforming research data on law and human rights issues and public services from the SIPKUMHAM application so that it becomes material for policy analysis or, in this case, the

performance of Southeast Sulawesi Regional Office of Ministry of Law and Human Rights in handling cases of law and human rights issues.

## METHOD

This study used empirical juridical research of qualitative approach which aims to reveal facts, circumstances, phenomena, variables, and circumstances that occur while this research is running and present as it is. This research also aims to describe the existing phenomena qualitatively and hope that it can open the potential for subjective interpretations. Arikunto argues that empirical juridical research is a field of research that examines the applicable law provisions and it is based on what actually happen in reality of the communities.<sup>4</sup> This study ensures that the problem is not only seen from one side, but also through various sides that can reveal and understand a phenomenon from various aspects. Furthermore, Moleong stated that “efforts are made by working with data, organizing data, sorting it into manageable units, synthesizing, searching and finding patterns, discovering what is important, and what is learned and also deciding what to tell others”.<sup>5</sup>

After collecting the data, the data was classified by making brief notes. Then presented in descriptive writing so that it was easy to understand as a whole and also can draw conclusions for further analysis and research. To fulfill the objectives of the study, the structure of this paper was arranged in the following systematic manner. The first part explains the initial function of Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights with the procedure of mapping law and human rights issues. The second part is overview the role of digitalization or specifically the SIPKUMHAM application. Third, critical study of several points that are considered as the

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4 Suharsini Arikunto, *Prosedur Penelitian: Suatu Pendekatan Praktik* (Jakarta: PT. Rineka Cipta, 2014), 126.

5 Lexy J. Moleong, *Metodologi Penelitian Kualitatif* (Bandung: PT. Remaja Rosdakarya, 2007): 248.

important point regarding to the advantages and disadvantages which are relevant to the research of public service, law, and human rights at Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights.

## FINDINGS AND DISCUSSION

The Indonesian Ministry of Law and Human Rights is one of the ministries that handle law and human rights affairs or issues. These various issues are including the formation or formulation policies and implementation to handle law and human rights issues. In accordance with the President Decree of the Republic of Indonesia Number 21 of 2004 that concerning the transfer of organization, management and finance, and the environment of General Court and Administration State, the Ministry of Law and Human Rights is a vertical agency which domiciled in each province and responsible to the Minister of Law and Human Rights to assist president in managing government. The main focus of this paper is Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights which was formed in 1982 under the name of Southeast Sulawesi Justice Department. Now, the Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights, as the extension of Indonesian Ministry of Law and Human Rights Republic, is regulated in the Ministry of Law and Human Rights Regulation number 28 of 2014 that concerning the organization and working procedures of the Ministry of Law and Human Rights.

The Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights now covers 2 cities and 15 regencies and also 14 oversees work units that are obliged to carry out public services and handle law and human rights issues in Southeast Sulawesi Province. The articles 2 states that the main functions in each regional office of the Ministry of Law and Human Rights which include the formulation, determination, and implementation of policies in the field of law and human rights, management of state property/wealth which is the responsibility of Ministry

of Law and Human Rights, supervision of the implementation of tasks within Ministry of Law and Human Rights, implementation of technical guidance and supervision over the implementation of the Ministry of Law and Human Rights affairs in the regions, implementation of technical activities on national scale, and implementation of technical activities from the center to the regions.

First are the formulation, determination, and implementation of policies in the field of law and human rights. As the extension of the main unit, the function of regional office is required to compose decisions that concern in public interest, which are aware and directed, measurable, and carried out by the government to involve the concern of parties in certain fields that lead to certain goal.<sup>6</sup> Policy analysis needs to be carried out at regional office of the Ministry of Law and Human Rights, especially which related to its impact. The study of policy implementation aims to ensure that a policy have no conflict and does not harm the interest of all community levels. Public policy needs to be stated in the form of regulation or legislation and so on that are oriented to the community welfare without any exception. Before a public policy is published, the policy must be determined and approved by authorized agency/institution.

Second is the management of state property/wealth which is the responsibility of the Ministry of Law and Human Rights. In carrying out its activities, the organization cannot be separated from the facilities and infrastructures which is needed in the process of achieving organizational goals, both fixed and movable things. These facilities and infrastructures are the main operational needs that are used as an effort to support the implementation of activities where every organization that wants to achieve its goals properly, is required to be able to complete its tasks effectively and efficiently.

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6 Abdullah Ramdani dan Muhammad Ali Ramdhani, "Konsep Umum Pelaksanaan Kebijakan Publik," *Jurnal Publik Vol.11* no. 1 (2017): 10-20.

of Law and Human Rights. In carrying out its activities, the organization cannot be separated from the facilities and infrastructures which is needed in the process of achieving organizational goals, both fixed and movable things. These facilities and infrastructures are the main operational needs that are used as an effort to support the implementation of activities where every organization that wants to achieve its goals properly, is required to be able to complete its tasks effectively and efficiently.

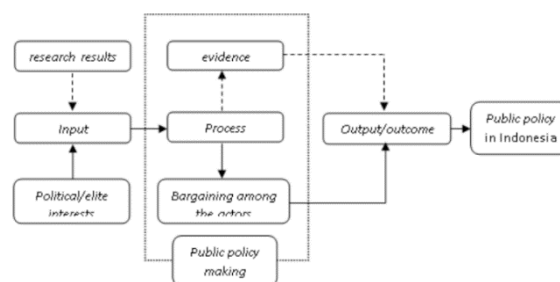
Fourth is the implementation of technical guidance and supervision over the implementation of the Ministry of Law and Human Rights affairs in the regions. Technical guidance and supervision at regional offices are a function to provide technical guidance to all State Civil Apparatus at the Ministry of Law and Human Rights which related to the material development that is considered necessary so that the level of understanding increase significantly. Technical guidance or supervision is an activity of train and knowledge development and ability that can be used to solve problems which is faced by individuals, regional offices, as well as technical implementing units. By following technical guidance, it is hoped that each individual which have mentioned above get benefit from being performance-oriented.

The fifth and final function of the Ministry of Law and Human Rights is the implementation of national-scale technical activities and the implementation of it from the center to the regions. In terms of divide authority in implementing technical activities between the Ministry of Law and Human Rights and regional offices, the object that is managed may be the same but the authority is different. The implementation of technical activities on national scale is a ministry's task to develop relation with other ministries/agencies in accordance with performance orientation. In addition, the implementation of technical activities from the center to the regions where the role of regional offices as an extension of the Ministry of Law and Human Rights in regions and all their staff, including technical implementing units,

may participate in activities that can develop internal responsibilities where the main principle of unitary state is placing of supreme power over all state management in the hands of central government/ministerial. However, there are also certain technical activities in state management which are carried out with regional offices.

The procedure of mapping the law and human rights issues at the Regional Office of the Ministry of Law and Human Rights is still based on usual habit, not based on research. In fact, policy research is part of social science research. As stated from Nugroho "Policy research can be thought as applied social research because policy research has the same main focus as applied social research in solving practical social problems".<sup>7</sup> Therefore, policy research needs a multidisciplinary approach with other sciences such as economics, politics, ecology, technology and others. In this case, digital technology plays an important role as a basic online media source for law and human rights research. Policy research will produce research findings that are based on evidence, not based on mere considerations/ estimates or only the results of studies which come from one discipline. According to policy science experts, public policy making must be based on scientific principles and there is a rational solution of every problem that can be achieved by utilizing policy analysis<sup>8</sup>.

**Figure 1. The Process of Public Policy**



The picture above shows that the policies issues have not been based on research.<sup>9</sup> This also

7 Rianto Nugroho, *Dinamika Kebijakan, Analisis Kebijakan, dan Manajemen Kebijakan* (Jakarta: Elex Media Komputindo, 2011): 8.  
8 Solichin Abdul Wahab, "Pengantar Analisis Kebijakan Publik," (Malang: UMM Press, 2008): 158.  
9 Anugerah Yuka Asmara, "Pentingnya Riset Kebijakan

explains that most of the public policy-making processes in Indonesia have not been based on research as the main consideration for policy-making. There are many policymakers who still do not use research in making important decisions, so that they are often wrong and many of them are injured social lives. Policymakers who have not used research outcomes to make policies has become a culture that has been seen by the policy maker in a long time, so that every policy that have been taken is only based on his/her thoughts.<sup>10</sup>

#### **A. Overview of Digitalization and SIPKUMHAM**

In Indonesia, digitalization in the government system has been adopted since 1995 under the name of Bina Graha Net, which is located at the State Palace. It has subsequently been followed by establishment of websites in government agencies.<sup>11</sup> The growth of digitalization has accelerated since the Presidential Instruction Number 3 of 2003, which addressed national plans and strategies for the development of digitalization. Digitalization is spreading not only at the ministry level, but also in regional administrations. The adoption and the use of online government services have been a considerable significance developing countries.<sup>12</sup>

The obstacle that is often faced by regional offices in attempting to overcome the law and human rights issues, is to map and manage their data which sometimes takes a long time because they have to collect data from each region, directly. Sometimes the law advisors who map out the law and human rights issues are only given by the regional government, reports of public complaints, or based on their initiatives to go directly to the regions as the follow-up law counseling which is given with limited funds. This

situation is certainly very unfavorable to the JFT (Certain Functional Position) and JFU (General Functional Position) who have a responsibility of law and human rights research. These problems now can be overcome with the emergence of the SIPKUMHAM application as a means of law and human rights research which is initiated progressively. It opens a new paradigm that the role of regional offices must be large so that law and human rights issues do not repeatedly, either in regulations or in strengthening legal counseling. The main idea of establishing this application is evidence-based law and human rights research, not habit-based as an old way in the Ministry of Law and Human Rights.

A brief history of the initiation of the SIPKUMHAM in 2015 was where the Ministry of Law and Human Rights has compiled the mapping of law and human rights issues, manually, even though the source of the data from coverage media. There are still two problems, those are law and human rights which are classified by each regional office and manual data inputting by the operator every certain period. Therefore, the data that had been obtained is not updated and representative, especially since there was no regulation to use it at that time. Furthermore, in developing application that produces previous policies, policy research has been carried out in superior form of public policies which includes 7 elements such as case studies, field experiments, cost benefit analysis, secondary analysis, qualitative methods, focused review of existing research, and surveys.<sup>13</sup> How is the further development of the SIPKUMHAM application in collecting and analyzing data on law and human rights issues so that it can be used in the policy making? Those can be answered with this artificial intelligence application where the data which have been presented is compared to the old system. The data is certainly updated for sure with a relevant, representative, and also valid because it is directly taken from the online media and social media in the work unit concerned.

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Dalam Pembuatan Kebijakan Publik Unggul di Indonesia,” *Jurnal Publik Vol.1* no. 1 (2016): 38-40.

10 *Ibid.*

11 Yusrda Muflihah dan Tony Dwi Susanto, “Faktor Yang Mempengaruhi Warga dan Pemerintah dalam Adopsi E-Government: Sebuah Ulasan Sistematis,” *Jurnal Publik Vol.4* no. 4 (2017): 305-310.

12 Vinod Kumar et al, “Factors For Successful E-Government Adoption: A Conceptual Framework,” *Jurnal Publik Vol.5* (2007): 63-76.

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13 Steven Dukeshire and Jennifer Thurlow, *Understanding the Link Between Research and Policy* (Rural Communities Impacting Policy, 2002): 11.

Then the data that have been obtained with artificial intelligence will be intervened by internal to the leadership in order to get a decision on solving classified issues in the form of regulatory outputs, policies, to regulations. The Ministry of State Apparatus Empowerment and Bureaucratic Reform also encourages the improvement of quality of public services through awards for those governments that develop and innovate public services. On November 9<sup>th</sup>, 2021, the SIPKUMHAM in collaboration with USAID and The Asia Foundation, was nominated in the top 45 awards for public service innovation competitions<sup>14</sup>. The SIPKUMHAM application until 2022 is in the process of developing facilities internally by Law and Human Rights Research and Development Agency. Moreover, the Ministry of Administrative and Bureaucratic Reform, the Ombudsman, and academics which working in the field of law and human rights are deemed necessary to know the extent of the public services of the Ministry of Law and Human Rights in the form of the SIPKUMHAM application.

#### **B. In depth Study of the SIPKUMHAM in the Regional Office of the Ministry of Law and Human Rights in Southeast Sulawesi and Its Implementation**

The SIPKUMHAM application (Information System for Research on Law and Human Rights) is an innovation of digital-based service, law, and human rights research services. This application is expected to facilitate the policy analysis process so that it reaches policymakers who are expected to be implemented properly. To access this application, it requires an operator in each regional office who has been provided with a manual book to implement the SIPKUMHAM application from Law and Human Rights Research and Development Agency which periodically has a duty of accessing and conveying to analysts or research teams who play a role in analyzing

service, law, and human rights issues. The process of law and human rights research system starts from the availability of valid information/data based on evidence in Southeast Sulawesi Province. This data and information will be used by researcher to provide recommendations from the leadership of the Ministry of Law and Human Rights of Southeast Sulawesi to develop evidence-based policies as described in-depth in this study

The preparation of policy analysis report begins by capturing problems which was obtained from the SIPKUMHAM application, direct public complaints, or other online media which are then sorted based on their perspective whether in the issues of public service, law, or human rights. If the data is based on a law perspective, it will be analyzed with reference to the applicable laws and regulations. If the data is based on a human rights perspective, it will be analyzed with reference to national and international human rights instruments such as the 1945 Constitution and the MPR's provisions on human rights. Likewise, from the perspective of public services, it will be analyzed with reference to the obligations of the state and the rights of citizens in obtaining public services in accordance with the mandate of Law number 25 of 2009 that concerning public services. In this analysis process, the regional office formed a research team firstly. Then they would go directly to the regions and invite stakeholders or fields related to the issues which being analyzed. This coordination invitation will verify and discuss issues and present the required data and obstacles which are faced by stakeholders as material for policy recommendations.

At regional office of the Ministry of Law and Human Rights in Southeast Sulawesi, apart from operator, the role of the analyst/researcher is very important in responsibility and authority for making analysis in Southeast Sulawesi Province. The application of this analysis is based on the principle of professionalism for formation of appropriate policy recommendations. The role of analyst is very important for the preparation of policy recommendations in managing data in

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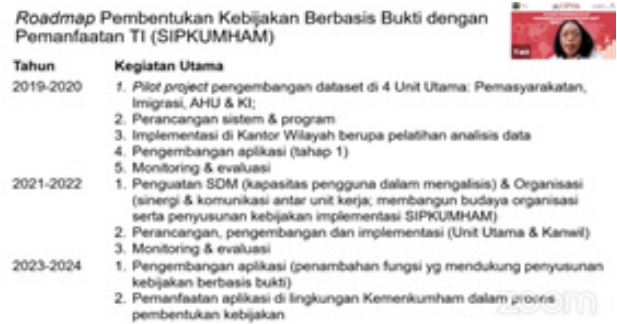
14 Biro Humas, Hukum dan Kerjasama, *Kemenkumham Raih Penghargaan Top 45 Inovasi Pelayanan Publik 2021* (<https://www.kemenkumham.go.id/berita-utama/kemenkumham-raih-penghargaan-top-45-inovasi-pelayanan-publik-2021>, 2021).



region to improve the quality of analytical reports to achieve good regional office performance. Furthermore, after getting data or information, the analysis report will be immediately input into the SIPKUMHAM application. The reports on the results of this policy analysis will be submitted to the Head of Regional Office periodically to be followed up as material for further policy making at regional level.

It should be noted that the SIPKUMHAM application is always being developed continuously. In updating its application according to the needs, there are two important considerations that are needed in policy analysis, namely the quality of application as a source of data and researchers who play a role in analyzing it. This research is based on the implementation of the SIPKUMHAM application at Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights. According to Haeder Akib,<sup>15</sup> there are two matters that become the focus that should be noticed in implementation, namely compliance and what is happened. Compliance is whether the implementers comply with the procedures or standard rules that had been set. Meanwhile, what is meant by what is happened is to ask how the implementation process was carried out, what obstacles arose, what was achieved, why, and so on. In relation to the implementation of the SIPKUMHAM application at regional office, the knowledge of implementation is more directed to the parties whose duties are related to research on law and human rights issues. It is in the sub-fields of assessment, research, and development of law and human rights in Southeast Sulawesi.

**Figure 2. SIPKUMHAM Opportunities in Evidence-Based Policy Formulation**



Roadmap Pembentukan Kebijakan Berbasis Bukti dengan Pemanfaatan TI (SIPKUMHAM)

Tahun	Kegiatan Utama
2019-2020	<ol style="list-style-type: none"><li>1. Pilot project pengembangan dataset di 4 Unit Utama: Pemasyarakatan, Imigrasi, AHU &amp; KI;</li><li>2. Perancangan sistem &amp; program</li><li>3. Implementasi di Kantor Wilayah berupa pelatihan analisis data</li><li>4. Pengembangan aplikasi (tahap 1)</li><li>5. Monitoring &amp; evaluasi</li></ol>
2021-2022	<ol style="list-style-type: none"><li>1. Penguatan SDM (kapasitas pengguna dalam menganalisis) &amp; Organisasi (sinergi &amp; komunikasi antar unit kerja; membangun budaya organisasi serta penyusunan kebijakan implementasi SIPKUMHAM)</li><li>2. Perancangan, pengembangan dan implementasi (Unit Utama &amp; Kanwil)</li><li>3. Monitoring &amp; evaluasi</li></ol>
2023-2024	<ol style="list-style-type: none"><li>1. Pengembangan aplikasi (penambahan fungsi yg mendukung penyusunan kebijakan berbasis bukti)</li><li>2. Pemanfaatan aplikasi di lingkungan Kemenkumham dalam proses pembentukan kebijakan</li></ol>

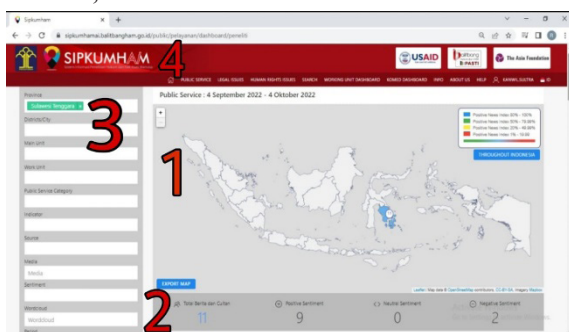
The roadmap above was taken from the sixth series of OPini with the theme of the SIPKUMHAM opportunities in preparing evidence-based policies in 2020. It has been clearly described that in updating SIPKUMHAM application is based on artificial intelligence where there are stages of time. However, in the systematic problem of data sources, it should be considered that the SIPKUMHAM application as a digital application should not only be used as the only source of data and information because there are a lot of data from the mass media, information from public complaints. In addition, the data that is not accessible by online media is needed as the consideration. Recalling the SIPKUMHAM application at Regional Office of the Ministry of Law and Human Rights of Southeast Sulawesi, it has captured 1 (one) social media and 4 (four) online medias so far. It also based on the considerations of the Press Council and has not yet reached all online media in Southeast Sulawesi.

The utilization of the SIPKUMHAM application at Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights until 2022, in the decision to analyze an issue, is not only looking for data and information on the SIPKUMHAM application, but also collecting data manually through mass media, newspapers, or national television in a real time situation which is considered a negative sentiment which of course requires special attention in making evidence-based policies. In addition, until October 9<sup>th</sup>, 2022, the SIPKUMHAM application has collected 11 (eleven) data that displays positive

<sup>15</sup> Haeder Akib, "Implementasi Kebijakan: Apa, Mengapa, dan Bagaimana," *Jurnal Administrasi Publik* Vol.1 no. 1 (2010): 3-6.

sentiments, so the other media are needed for analysis without reducing the benefits of the SIPKUMHAM application. For more detailed identification, regarding the implementation of the SIPKUMHAM application which is presented in digital form is served in a picture as follows:

**Figure 3. Filter Menu, Indonesia Geographic Map Menu, and Total of News and Sentiment Menu**



Source: <https://sipkumhamai.balitbangham.go.id/public/pelayanan/dashboard/peneliti>, October 09th 2022

SIPKUMHAM application is a law and human rights research service system that can be accessed via Google Chrome which is connected to internet network. The SIPKUMHAM application has provided various sections that can facilitate the needs of operators, analysts, or research teams at the Regional Office of Ministry of Law and Human Rights, ranging from issues of public services, law, and human rights. In this filter menu that shows in number 3, researchers/analysts can filter news and fill the provincial column, and then all information related to social media and online media in the province will appear. More specifically, researchers can set the time to see the news that is needed. Researchers can choose more than one province to filter information. Meanwhile, the total news and sentiment menu that shows in number 2 describes what appears on the map menu and details part such as positive, neutral, and negative sentiments. The Indonesian geographic map menu that shows in number 1 describes the overall information which available in Indonesian Ministry of Law and Human Rights.

This is an advantage of the SIPKUMHAM application where all news can be accessed by operator to find out the important sentiments

of each region. The color indicator in the upper right corner depicts positive news above 80% since Southeast Sulawesi Province is dominated by a positive sentiment. However, the number 11 on the map describes the amount of information which available in Southeast Sulawesi Province. Furthermore, detailed information found that Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights captured 1 positive sentiment from Kendari immigration social media twitter, 3 positive sentiments from Kompas online media, 3 positive sentiments from the *Republika* online media. In contrast, the *Antara* online media displays 1 positive sentiment and 2 negative sentiments. Regarding to the issue of positive or negative sentiment, in this case, it is considered to have a good function. The positive image of a province can be seen from how much positive sentiment and negative sentiment shows. It can be an attention of analysts or leaders regarding to the preparation of policy recommendations in the region. In short, analysts can also find out trending topics and hash tags from a region in the SIPKUMHAM application.

### Main Menu

After all the data and information that have been obtained on the menus which is discussed above are generated, then various options will appear as the problems to be analyzed. There are at least 3 (three) benefits that have been obtained through this evidence-based analysis, those are: 1) overcoming current public problems, 2) minimizing errors/failures in a policy choice, and 3) meeting public needs.<sup>16</sup> The evidence of the data that have been obtained either from the SIPKUMHAM application or from other media will be carried out by policy research that resolves the latest public issues in Southeast Sulawesi. Furthermore, the ongoing policy analysis process also gives preference to determine the best alternative from all the existing alternatives. Then, it will minimize errors/failures of a policy when it is implemented. In the end, the results

<sup>16</sup> *Ibid.* page 42.

of the evidence-based policy analysis that have been produced will seek to meet the public needs. As seen in the picture above, there is a section on main menu which are used by researchers in selecting issues to be analyzed. In the category of public services, there are sub-documents of the results of analysis in which the operator inputs the reports of the results of analysis of public service issues, periodically.

Based on the observations in the SIPKUMHAM application of Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights until October 9<sup>th</sup>, 2022, it was recorded that 5 (five) data on law issues had been inputted, 1 (one) service issue, and 1 (one) human right issue. From a total of 7 (seven) analyzes of the issues, there is 1 analysis of the data which comes from the SIPKUMHAM application, and other 6 (six) analyzes sourced from the mass media, newspapers, and national television. Those data will be taken into consideration in this analysis to support evidence-based policymaking on the SIPKUMHAM application.

The details report of the data analysis on the results of the first law issue, entitled “Public Receptivity to Narcotics Abuse in Konawe District, Southeast Sulawesi Province” on March 26<sup>th</sup>, 2021 where the data source was obtained directly from the SIPKUMHAM application, consider as a negative sentiment. It is necessary to carry out an in-depth analysis of these issues to submit it to the main unit through input on the sub-menu of the result of the analysis document. In more depth, it was conveyed in the report of the analysis that handling narcotics abuse in Konawe district had been carried out well. However, this case required preventive and repressive efforts to provide maximum punishment to the perpetrators and to provide a deterrent effect in suppressing the high crime rate. Besides the research team, the stakeholders involved in discussing this issue, such as Konawe Police Sector and the local government, are expected to be able to provide support for accelerating the vertical certification of BNK Konawe Regency which will certainly

improve the function of drug eradication in Konawe Regency in particular.

The second analysis report entitled “Public Receptivity to Immoral Acts in North Buton Regency, Southeast Sulawesi Province” on June 29<sup>th</sup>, 2021 where the data source was obtained from [kumparan.kendarinesia.id](http://kumparan.kendarinesia.id) online media, was a legal issue in the public spotlight at that time. In more depth, it is conveyed in the analysis report that the spreading of immoral videos through mass media raises concerns that it can damage the younger generation which is considered a crime with strict punishment. The handling of victims of immoral crimes can be in the form of restitution, medical assistance, and psycho-social rehabilitation assistance as well as assistance in police investigation report to the judicial process. In handling them, it is required all the involved elements such as local governments, LSM, and related stakeholders who are also expected to educate the community and provide safe houses or shelters and psychiatrists in North Buton Regency, regularly.

The third analysis report is entitled “The Efforts of Narcotics Agency in Preventing Narcotics Abuse in Kendari City (BNK Kendari case study)” on September 29<sup>th</sup>, 2021. The data and information were based on the widespread reporting of all media about drugs since the beginning of 2021. The researcher assumes that this drug problem needs to be analyzed directly by the BNK Kendari. In more depth identification, it was conveyed in the analysis report that prevention of narcotics abuse in Kendari which was carried out by BNK Kendari was in accordance with its function, even though it was still experiencing some obstacles in the city itself with the unavailability of rehabilitation centers in Kendari. The function of a rehabilitation center is considered to be able to reduce costs for perpetrators who will undergo rehabilitation. It is also undeniable that preventive handling efforts must be improved. The results of this analysis provide a good relationship between the Regional Office of the Ministry of Law and Human Rights in Southeast Sulawesi

and BNK Kendari in cooperating data collection participation on both sides.

The fourth analysis report is entitled “The Male Who Is Indicated Raid by Policeman Hide Methamphetamine in His Wardrobe” on March 28<sup>th</sup>, 2022. The source of news was obtained from the Kendari Pos newspaper. In more depth, it was stated in the analysis report that this is the second time of the researchers which conducted an analysis in Konawe Regency which related to narcotics issues. It turned out that the data and information were showed the distribution of narcotics. It was mainly come from outside of the Southeast Sulawesi Province that ride into Konawe Regency by considering that this district is strategic and has a very wide area, geographically. Public receptivity expects the formation of a unit or group of supervisors in the social communities to report alleged violations. The preventive and repressive handling are not enough by only regulated in various laws and regulations, but also must be accompanied by the readiness of human resources both in terms of the number of personnel and individual capabilities as well as the fulfillment of infrastructure needs for carrying out tasks that related to the handling of narcotics abuse.

The fifth analysis report is entitled “Public Receptivity to Narcotics Abuse in Konawe District, Southeast Sulawesi Province” on September 30<sup>th</sup>, 2022. The news source is obtained from Kendari Pos newspaper. In more depth, it was conveyed in the analysis report that improvement of coordination and synergy between the police, BNK, and the State Prison Class IIB Unaaha had been going well both preventively and repressively, although there were still some obstacles in its implementation. The perpetrator who distributed narcotics, who was arrested by the police, stated that the source of narcotics came from inside the state prison. During this time, the state prison routinely conducts raids once a month into the prison cells by always coordinating with Prosecutor’s Office and Police even though they could not find the source of the circulation. The

results of this analysis are in the form of synergy between the police and the state prison as one of the technical implementing units of the Ministry of Law and Human Rights in Southeast Sulawesi regarding the information on narcotics trafficking in Konawe Regency.

The report on the results of the analysis of public service issues carried out by the researcher is “The Quality of Public Services (Completion of Honorarium Payment for SATGAS Covid-19) on December 6<sup>th</sup>, 2021. The news source was obtained from Kendari Pos newspaper. In more depth, it is conveyed in the analysis report that the BPBD of Southeast Sulawesi did not intend to deliberately delay the payment of the honorarium. However, the honorarium payment which will be made after the administrative and absentee processes of 174 Covid-19 SATGAS members, are declared complete. The use of unexpected expenditure budgets with different routine budgets must be checked at BPKP and Inspectorate as part of the implementation of the precautionary principle, so it does not cause legal problems. The result of this analysis is that local governments, together with BPBD and other stakeholders, should be more incentive to socialize duties and functions in policies to provide transparent public services. Other important things are to all community elements before taking an action, it is better to clarify accurate information as well.

Then, the report of the analysis of human rights issues carried out by the researcher is entitled “Handling the Prohibition of Tawarotebota Elementary School Students Who Have Not Gotten Covid-19 Vaccination to Take Try Out Examination from Human Rights Perspective” on May 24<sup>th</sup>, 2022. The news source was obtained from TV-ONE. In more depth, it was conveyed in the analysis report that the ban would become a public spotlight on children’s rights to education. However, during a pandemic, the student’s health gets a priority that must be concerned and implemented by every party, including the education sector. By analyzing several efforts to handle this issue, it provides follow-up online

try out for students. Socialization to students and parents about the urgency of vaccines for children's health during the COVID-19 pandemic should be carried out. In addition, it is necessary to prepare learning models for students who are not vaccinated. From the results of this analysis, it is also expected that local governments implement socialization to avoid different understandings regarding the fulfillment of children's rights in the education sector because children are vulnerable to being affected by the Covid-19 virus.

From the data analysis of the issues above, then the analysis report was recorded in the main menu of the analysis result in the document section. The report will be monitored directly by high leaders in the executive sub menu. This application will certainly make it very easy for leaders to monitor all regional office performance and research on law and human rights issues throughout Indonesia for future policy making. Public service policies, law policies, and human rights policies are the output products in which the impacts can be felt by the communities either directly or indirectly. Apart from the resulting policies, the efforts in the process of policy formation are an important part that cannot be underestimated. The knowledge and readiness of policymakers in their fields are the main foundation of every policy that will be made in Indonesia. Therefore, the Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights always forms competent researchers or analysts so the research can become input for the process of analysis and public policy making. The formation of public service policies, law policies, and human rights policies should be based on the results of existing research in the communities. The results of this research are a means to connect the needs of communities and policymakers in the region at that time. Through the SIPKUMHAM application, it is hoped that the result of public policies can solve current issues and give hope to communities regarding the progress of Southeast Sulawesi Province.

Meanwhile, the obstacles in using the SIPKUMHAM application and its implementation

at the Regional Office of the Ministry of Law and Human Rights in Southeast Sulawesi will be explained, both when accessing the application and its implementation in the performance of the regional office. During the analysis of the data in Southeast Sulawesi Province, it was found that all relevant stakeholders were very supportive and cooperated, whether in providing the facilities of the data or facilitating the need of the research team in analyzing law and human rights issues. Likewise, the Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights always guides the implementation of law and human rights research systems professionally and provides positive feedback to stakeholders and related communities.

Referring to the important point of evidence-based policy analysis is how the sources of information or data are collected. Moreover, this digital-based government system or SIPKUMHAM application needs to be developed so that researchers can easily get data sources in the region area. However, based on the initial roadmap for the development of the SIPKUMHAM application, its implementation encountered several obstacles until 2022, such as the limited online media data sources for UPT of the Ministry of Law and Human Rights in Southeast Sulawesi and other online media. The solution that is continuously being carried out by the regional office is by preparing the policy analysis report which is expected that the operator/researcher will include the data source of the problem in the media column so that it can be captured manually by application developers at Law and Human Rights Research and Development Agency. Synergy and communication with researchers and policymakers of law and human rights are the main keys to the successful implementation of the SIPKUMHAM as an innovation in law and human rights services.

It should be noted that the SIPKUMHAM application is always being developed continuously in updating its application according to the needs by considering two important things

which are needed in policy analysis, those are the quality of application as a source of the data and researchers who play an important role in analyzing it. The SIPKUMHAM application is an innovation of digital-based service, law, and human rights research services and it facilitates the policy analysis process so that it reaches the policymakers who are expected to be implemented properly.

## CONCLUSION

In its implementation, the Ministry of Law and Human Rights often requires the existence of adequate and factual data and information based on evidence (evidence-based policy-making) that exists in the communities. Officially, the Ministry of Law and Human Rights has established a mechanism to handle the issues of public services, law, and human rights. It is hoped that the SIPKUMHAM will become a digital information system that provides factual information data as a part of internal interest in terms of policy recommendations and tangible forms of performance toward Indonesia. The implementation of digitalization in Law and Human Rights in the analysis of law and human rights policies at the Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights has gone well. Public policy should be based on the results of evidence-based research. Research is one of the means to connect the needs of the communities in the region at that time with policymakers. Through the use of the SIPKUMHAM, it is hoped that the result of public policies can fulfill two things; solving current problems and giving hope to communities of Southeast Sulawesi Province.

The effectiveness of implementing the SIPKUMHAM application in the Southeast Sulawesi Regional Office of the Ministry of Law and Human Rights can be seen from the compatibility between the analysis of public service issues, law issues, and human rights issues with anything that appears in the region news or conformity to public needs. Law and

human rights in the Southeast Sulawesi region is a complex process that is influenced by various existing factors. The data and information which was obtained from relevant stakeholders consist of several elements and each of them contributes to the analysis of public issues, differently. These factors are political interests, economics, the culture/behavior of the people in each region, geographical conditions, and other factors that are interrelated and influenced a policy. Those are the reason why the analyst or researcher in analyzing an issue must be able to adapt and embrace various existing interests and prioritize the needs of the local communities.

In developing and implementing the SIPKUMHAM application, Law and Human Rights Research and Development Agency needs to increase the number of online media and social media sources that are integrated periodically, to provide multiple sources of information and make it easier for researchers to sort out the issues which are needed in preparing the evidence-based policy recommendations. Fostering the coordination and cooperation in the development and utilization of law and human rights research among various regional agencies or stakeholders, academics of law and human rights, research and study institutions, professional organizations, and other social organizations, and also human rights or policies to the communities, especially those who have planned a target.

Based on the research question, this research presents a statement of how to unfold the process of accelerating the digitalization of procedures at the Ministry of Law and Human Rights. The SIPKUMHAM is handling law and human rights affairs. It also develops the quality of the researchers of law and human rights at the level of their professional abilities. The quality of law and human rights researchers must be reflected in an attitude that upholds honesty, truth, and justice, clean, authoritative, and responsible in exemplary behavior. Researchers should be able to carry out their duties which include research and professional dissemination of their results in

the context of strengthening the function and role of regional offices as community protectors which takes the form of socialization or workshops.

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