

## Minimum Service Standards (MSS) towards Society 5.0

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### Abstract

*Society 5.0 is a community that exists between two worlds, namely the virtual world and the physical real world, which are interconnected. One of its characteristics is the utilization of artificial intelligence (AI) that aids in the work processes. The goal of Society 5.0 is to provide a positive impact on economic and social issues. This research aims to analyze the government's minimal service standards (SPM) or bureaucracy towards Society 5.0 services. The research methodology employed in this study is qualitative, with the collection of secondary data sourced from government RPJMD reports, regional government (OPD) work plans and strategic plans, journals, and books related to the research focus. Data analysis is conducted using the interactive data analysis model by Miles and Huberman. The findings of this research indicate that the Minimal Service Standards (SPM) of Bondowoso Regency encompass 6 (six) services, namely the services in the fields of Education, Health, Public Works and Spatial Planning, People's Housing and Settlements, Security, Public Order and Community Protection, as well as Social Affairs. The implementation is still not carried out to its maximum potential, thus the journey towards Society 5.0 has not been fully realized and remains a task for the local government concerning the utilization of technology and information in the orientation of public services towards community well-being.*

**Key words:** minimal service standards (SPM), Society 5.0, well-being.

### INTRODUCTION

The Human Development Index (HDI) is one of the measures used to assess how a population can access the benefits of development in terms of income, health, education, and so forth. HDI is a measure of success in efforts to improve the quality of human life (society/population). The components that make up HDI are life expectancy, expected years of schooling, mean years of schooling, and per capita income. The HDI of Bondowoso Regency during the period 2016-2020 continued to experience improvement, as shown in Table 1 below.

**Table 1.** Human Development Index (HDI) for the years 2016-2020 of Bondowoso Regency

No	Description	Year (%)				
		2016	2017	2018	2019	2020
1	Bondowoso Regency	65	65	65	66	66
2	Jawa Timur Province	70	70	71	72	72
3	National	70	71	71	72	72

The HDI of Bondowoso Regency continued to increase from 64% in 2016 to 66% in

2020. This indicates that over a 5-year period, the people of Bondowoso experienced an improvement in their quality of life. Throughout the year 2020, Indonesia faced the Covid-19 pandemic, which led to a decrease in the per capita expenditure of the population, as one of the indicators for measuring HDI. This naturally affected the HDI score for the year 2020. The decreased income and consumption levels of a significant portion of the population resulted in a decrease in per capita expenditure from Rp. 11.3 million in 2019 to Rp. 11.01 million in 2020.

Indonesia's HDI reached 71% in 2020, a growth of 0.03% (0.02 points) from 2019. In 2020, the HDI continued to improve, supported by other indicators such as life expectancy at birth, and expected and mean years of schooling. The occurrence of the Covid-19 pandemic was hoped not to hinder the achievement of HDI performance in Bondowoso Regency. The actual achievement of HDI performance in Bondowoso Regency in 2020 was 100.38% of the target, reaching 66.44%.

In the effort to ensure that HDI continues to increase each year, the Bondowoso Regency Government consistently monitors the responsibilities and obligations of the Government regarding the fulfillment of minimum service standards (SPM) to maximize the provision of services to the community while prioritizing the principles of implementation (Tantowi, 2019).

Service standards are established measures in the provision of public services, serving as mandatory guidelines to be adhered to and implemented by service providers. They also serve as guidelines for service recipients in the application process, as well as tools for society and service recipients to assess the performance of service providers (Syafingi, 2017).

Government Regulation No. 2 of 2018 regarding Minimum Service Standards (SPM) defines the types and Quality of Basic Services, which are mandatory matters entitled to every citizen at a minimum. Basic services refer to public services that fulfill citizens' basic needs. Types of Basic Services include services related to the provision of basic necessities, which are entitled to every citizen at a minimum (Kemendagri, 2018). Government matters related to basic services include: 1) Education, 2) Health, 3) Public Works and spatial planning, 4) Housing for the people and settlements, 5) Public order and safety, community protection, and 6) social affairs.

The achievement of Minimum Service Standards (SPM) is closely tied to the influence of information and communication technology developments, which can impact the performance of various organizations, including governmental bodies. The use of information and communication technology within government institutions can enhance the quality of work between the organization and its employees. This technology can streamline bureaucratic processes, not only increasing effectiveness and efficiency but also affecting the structure and management of the organization. As a product of governmental institutions, various public services today innovate through the utilization of information and communication technology. The use of Artificial Intelligence (AI) is estimated to replace human-provided public services, thereby creating efficiency within an organization (Sugiono, 2021). The aim of this article is to explore the challenges of providing Minimum Service Standards (SPM) by the Government within Society 5.0.

Society 5.0 represents a paradigm of technological development (Yasa et al., 2021). The concept of Society 5.0 aims to solve social issues from a new perspective. In this new era, various aspects will be interconnected, and technology will merge with a highly

intelligent society through full integration of big data, the Internet of Things (IoT), Artificial Intelligence (AI), and human services to facilitate digital and physical infrastructure for humanity (Luhtitianti, 2022).

## **METHOD**

The research employs a qualitative method (Creswell, 2014), aimed at understanding how the Minimum Service Standards (MSS) are utilized to enhance community well-being as an effort to reduce poverty rates towards the era of Society 5.0 by the Bondowoso Regency Government. This study provides an explanation of the Minimum Service Standards in Bondowoso Regency, along with the challenges and opportunities in facing Society 5.0. Data for the research is collected through literature review and field observations. The literature review gathers information about Society 5.0, while field observations focus on the realization of the achievement of Minimum Service Standards in Bondowoso Regency. Data analysis is carried out using the Miles and Huberman model, where data reduction involves the simplification and abstraction of data, data display entails the synthesis and organization of the previously reduced data, and data conclusion involves drawing conclusions about phenomena based on validated data (Sugiono, 2021).

## **RESULTS AND DISCUSSION**

Civilian According to the Government Regulation No. 02 of 2018, the Minimum Service Standard (SPM) is a provision concerning the types and basic service quality that are mandatory government affairs, entitled to be obtained by every citizen at a minimum level (Wardani et al., 2019). Service standards are defined as the benchmarks set in the provision of public services, serving as obligatory guidelines to be adhered to and executed by service providers. They also serve as guidelines for service recipients in the application process, as well as tools for community monitoring and control over the performance of service providers (Syafingi, 2017).

Within the concept of minimal service standards, two main concepts are embedded: "the benchmark for service providers" and "reference for quality and quantity of service for service users." The concept of the benchmark for service providers refers to the optimal conditions achievable by the service provider (local government) as determined by its resources (human resources, equipment, financing, and other supporting resources). On the other hand, the concept of reference for quality and quantity of service for service users (community) pertains to the minimum conditions achievable from the service provider (local government) concerning the provided public services (Syafingi, 2017).

Entering the era of Society 5.0 requires adequate resources. Human resources become crucial alongside the availability of devices and data services (Santo, 2021). In the pursuit of sustainable development, government officials must enhance their competencies in knowledge and technology and possess creativity to anticipate various formal and informal issues. This can be achieved through the utilization of artificial intelligence technology, which has already been widely applied in the public sector, to maximize the

productivity of their work. Therefore, the implementation of artificial intelligence technology can provide benefits by aiding in obtaining information through data collection, which can serve as a basis for decision-making and future automated system improvements (Yasa et al., 2021).

The theoretical analysis concept in this study can be illustrated as follows:



This minimum service standard is intended to complement various types of standards in the public sector that are expected to serve as benchmarks for the performance of mandatory local government affairs related to basic services to the community. The minimum service standard has significant strategic value for both local governments and the community (consumers). First, for local governments, the minimum service standard can be used as a benchmark in determining the necessary costs to fund the provision of services. Second, for the community, the minimum service standard can serve as a reference for the quality and quantity of a public service provided by the local government (Syafingi, 2017)

Entering the Era of Society 5.0 requires adequate resources. Human resources are important alongside the availability of devices and data services (Santo, 2021). The concept of Society 5.0 aims to solve social problems from a new perspective. In this new era, various aspects will be connected, and technology will integrate with a highly intelligent society, fully incorporating big data, the Internet of Things (IoT), artificial intelligence (AI), and human services to facilitate digital and physical infrastructure for humans (Luhtitianti, 2022).

In essence, the Society 5.0 era has the main goal of creating well-being through economic growth and technological development for all layers of society. The Society 5.0 era refers to a concept that applies technology to the Fourth Industrial Revolution, considering humanistic aspects to generate solutions to social problems. Furthermore, the Society 5.0 era is a form of social intelligence that strongly integrates physical and cyber spaces. Therefore, the Society 5.0 era can be understood as a form of societal life that combines data through information technology to promote the enhancement of human resource intelligence in developing various opportunities based on humanistic aspects to address various social issues (Yasa et al., 2021).

The government's efforts to minimize social problems are carried out by providing services as optimally as possible. The implementation of the Minimum Service

Standard (SPM) in Bondowoso Regency from 2018 to 2023 refers to Government Regulation No. 2 of 2018 concerning the Minimum Service Standard (SPM). This regulation mandates that the provision of basic needs for citizens under the jurisdiction of the local government must achieve a target of 100% implementation. The SPM related to the type and quality of basic services, which are mandatory regional affairs and should be minimally accessible to every citizen, is also intended to address crucial issues that contribute to the welfare of the community.

Regarding the mandate of Ministry of Home Affairs Regulation No. 59 of 2021 on the Implementation of Minimum Service Standards, the realization achievements of SPM in 2022 are as follows:

1. Education SPM with indicators: 1) The number of early childhood children who are already/are currently studying in primary schools achieved 49%, 2) The number of basic education children who are already/are currently studying in junior high schools achieved 78%, 3) The number of children aged 7-18 who are currently studying in equivalent education achieved 9%.
2. Health SPM with indicators: 1) The number of pregnant mothers who received antenatal care achieved 58%, 2) The number of pregnant mothers who received delivery care achieved 71%, 3) The number of pregnant mothers who received care achieved 65%, 4) The number of basic education children who received health care achieved 86%, and so on.
3. Public Works SPM with indicators: 1) The number of households served with basic drinking water achieved 66%, 2) The number of households with access to domestic wastewater treatment achieved 1%.
4. People's Housing SPM with indicators: 1) The number of disaster victims' houses suitable for habitation achieved 73%, 2) The number of houses suitable for habitation for relocated communities achieved 500%, and so on.
5. Public Order and Community Protection SPM with indicators: 1) Enactment of local regulations, 2) The number of people receiving rescue and evacuation services, 3) The number of fire extinguishing services, all of which achieved 100%.
6. Social Affairs SPM with indicators: 1) The number of disabled individuals whose needs are fulfilled achieved 5%, 2) The number of abandoned children whose basic needs are fulfilled achieved 1%, 3) The number of elderly individuals whose needs are fulfilled achieved 36%, 4) The number of homeless and beggars whose needs are fulfilled achieved 100%, and so on.

Based on the implementation results of SPM in Bondowoso Regency, achieving Society 5.0 is still a long way off due to the lack of a prepared platform for the transition to the Society 5.0 era, despite the rapid pace of technological development and innovation. The good governance processes in Indonesia have not been fully integrated into daily life because there is no platform prepared to transition to the Society 5.0 era (Sugiono, 2020). According to Yasa et al. (2021), the governance system in Indonesia is not yet optimized to drive the realization of Society 5.0. Achieving a Society 5.0 bureaucracy requires addressing challenges such as improving internet infrastructure in

remote areas, establishing a legal framework, collaboration between state institutions and corporations, and strengthening research-based innovative policies that support the creation of a bureaucracy in the direction of Society 5.0 in Indonesia. Thus, the Society 5.0 bureaucracy, which represents the future bureaucracy, requires the development of knowledge supported by the utilization of technology and competent government officials to optimally contribute to various sectors of social life (Yasa et al., 2021).

Luhtianti (2022) argues that the goals of Society 5.0 are:

1. To implement Big Data Technology, the Internet of Things (IoT), and Artificial Intelligence (AI) to simplify human activities and enhance the economic well-being of society without damaging the environmental ecosystem.
2. Through a high level of integration between cyberspace and physical space, the balance between economic advancement and solving social problems can be achieved by providing detailed goods and services that address latent needs regardless of locality, age, gender, or language.
3. The goal of formulating the concept of Society 5.0 is to create a society with a high quality of life through the utilization of technology from the Fourth Industrial Revolution.
4. The key to this concept is the integration of cyberspace with physical space to generate quality data that can serve as the basis for every solution.
5. The Society 5.0 concept aims to solve social problems from a new perspective. In this new era, various aspects will be connected, and technology will integrate with a highly intelligent society, fully incorporating big data, the Internet of Things (IoT), artificial intelligence (AI), and human services to facilitate digital and physical infrastructure for humans.

## CONCLUSION

From the perspective of Society 5.0, information and communication technology must be able to create an open government or build collaboration where a relationship is established between citizens and policy makers (Sugiono, 2021). The overarching concept of Society 5.0 is where technology is present to continuously provide products that can enhance the quality of human life sustainably. Furthermore, through the utilization of digital technology, the aspect of social sustainability also supports the occurrence of collaboration between public institutions and various actors (Sugiono, 2021).

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