Implementation of E-Government and Public Service in Sidenreng Rappang Regency: Study of Village Website in Bulo Wattang, Carawali, Kanie, and Lagading Village

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Abstract—Governments throughout the world are currently facing pressure from various parties to improve the quality of public services in providing information to the public. This causes E-Government to play an increasingly important role for all decision-makers. The traditional government that is identical to the use of paper is becoming obsolete and leading to electronic-based governance. The provision of public services today is still done through direct contact between service providers and the community. This has been widely used by service interaction actors from both the bureaucrats and the community. From the side of the waiter, some people are looking for profits by asking for payment outside the applicable provisions. From the community side, there are still many who want to obtain services easily by bribing or giving facilitation payments. Such practices will certainly have an impact on the use of other services which ultimately have an impact on the quality of service in general. Some results of surveys from international survey institutions show that public services in Indonesia are still the worst in Asia. The same is true of various studies conducted by observers of public services, which almost all concluded that public services through direct contact were vulnerable to the practice of maladministration. Departing from the above facts, then one effective way to minimize all fraud in the delivery of public services is by e-government, as stated in Presidential Instruction No. 3 of 2003 concerning National E-Government Development Policy and Strategy. This study aims to determine the implementation of public service based village website. This study uses a qualitative method with three stages, namely the invention stage, discovery stage, and explanation stage.

Keywords—Implementation, E-Government, Public Service.

I. INTRODUCTION

This research departs from information and technology-based public service methods initiated by University of Muhammadiyah Sidenreng Rappang in the student internship program. One method that is used to improve the quality of public services is by creating a village website in four villages in Kabupaten Sidenreng Rappang. The program that has been running for one semester needs to be measured in terms of success and obstacles found in the field. This is in line with Presidential Instruction Number 3 of 2003 concerning National E-Government Development Policy and Strategy.

Some of the results of surveys from international survey institutions show that public services in Indonesia are still the worst in Asia. The same goes for various studies conducted by observers of public services, which almost all concluded that public services through direct contact were vulnerable to the practice of maladministration.

Departing from the facts above, the authors want to examine the implementation of e-government use in the provision of public services. The problems to be solved in this study are how the level of public understanding, availability of human resources, availability of infrastructure, budget, and availability of internet facilities in organizing village website-based public services. The purpose of this study was to measure the success rate of village website programs in the four villages in Kabupaten Sidenreng Rappang and to find obstacles that hampered the effectiveness of this program.

II. LITERATURE REVIEW

A. Implementation

Simply put, implementation can be interpreted as an implementation or application. Browne and Wildavsky suggest that implementation is an expansion of activities that are mutually adapted.

The success of implementation according to Merilee S Grindle explains that implementation is influenced by two major variables, namely the contents of the policy and the implementation environment. These two things must be supported by the action plan and individual projects designed and funded based on policy objectives so that in the implementation they will give results in the form of impacts on the community, individuals and groups as well as changes and community acceptance of the implemented policies. The variable content of Grindle policy includes several indicators, namely (1) The interests of the target group contained in the contents of the policy, (2) The types of benefits received by the target group, (3) Degree of expected changes, (4) Location of decision making, (5) Program implementers have been mentioned in detail.The policy environment variable includes 3 indicators, namely:

1. How much power, interests, and strategies possessed by the actors involved in policy implementation.
2. Characteristics of institutions and regimes in power.
3. Level of compliance and responsiveness of the target group.

B. E-Government

Mustopadijaya (2003) suggests that electronic administration is a substitute for the expression of electronic government given to a government that adopts internet-based technology that can complement and improve its programs and services [1]. The purpose of the e-government development is based on Presidential Instruction No. 3 of 2003 is (a) To develop the implementation of electronic-based governance to improve the quality of public services effectively and efficiently, (b) Establish a transparent management system and work process and facilitate transactions and services between government agencies.

E-government. intended to: (a) governments that use technology, especially web-based internet applications to improve government access and delivery / services to the public, business partners, employees, and other governments; (b) a process of reform in the way the government works, various information and provides services to internal and external clients for the benefit of both the government, society and business people; and (c) utilization of information technology such as wide area network (WAN), the internet, the world wide web, computers by government agencies to reach out to communities, businesses and other government branches to: improve services to the public, improve services to the business and industrial world , empowering communities through access to knowledge and information, and making the government work more efficiently and effectively.

C. Public Services

According to Albercht and Lovelock, 1992 service is a total organizational approach that becomes the quality of service received by service users, as the main driving force in the operation of the business. Regarding professional public services according to the demands of the community, according to Thoha in Tesis Irsan, 2012: 10 professional public services means that public services are characterized by accountability and responsibility from service providers, with the following characteristics:

1. Effective, prioritizing the achievement of what is the target and target.
2. Simple, meaning the procedures/procedures for services carried out easily, quickly, precisely, not convoluted, easy to understand, and easily implemented by the people who request service.
3. Clarity and certainty contain meaning and clarity and certainty about:
a) Service procedure
b) Service requirements, both technical and administrativeWork units or officials who are authorized and responsible for providing services.
c) Details of service fees and payment procedures.
d) Schedule of completion of service.

III. RESEARCH METHODS

The approach used in this study is qualitative. The research was carried out in four villages in Kabupaten Sidenreng Rappang, namely Bulo, Panca Rijang Subdistrict, Carawali, Watang Pulu Subdistrict, Kanie Sub-District of Maritengngae, and Lagading Sub-District of Pitu Riase. The data in this study are words or actions obtained by informants related to research, then other written documents or sources are additional data. Data sources in this study were village officials, hamlet heads, community leaders, PKK administrators, and business leaders. Data collection methods used in this study were observation, interviews, and documentation. The data in this study were analyzed using the following steps data collection, data reduction, display data, verification and affirmation conclusions.

IV. RESEARCH RESULT AND DISCUSSION

A. Stage of Research

1. Stage of Invention

After the text edit has been completed, the paper is ready for the template. Duplicate the template file by using the Save As command, and use the naming convention prescribed by your conference for the name of your paper. In this newly created file, highlight all of the contents and import your prepared text file. You are now ready to style your paper; use the scroll down window on the left of the MS Word Formatting toolbar.

a) Arrange research planning

The author describes the problem and the object of research scientifically using relevant theories. Also, the authors also estimated the budget to be used during the study, people involved in research, research time, and research output.

b) Select the research field

The author reads the problem of research and determines the exact location of the research. At this stage, the authors chose Bulo Wattang Village, Pancarijang District, Carawali Village, Watang Pulu District, Kanie Village, Maritengngae District, and Lagading Village, Pitu Riase District.

c) Manage research permits

The author carries out research administration at University of Muhammadiyah Sidenreng Rappang and Kabupaten Sidenreng Rappang One-Stop Service Office.

d) Explore and assess the state of the place of research

The author conducted preliminary observations in four villages as research sites, namely Bulo Wattang Village, Carawali Village, Kanie Village, and Lagading Village to see the objective situation in the field before conducting interviews to collect research data.

e) elect and use informants

The author selects people who are involved as informants in research that can provide accurate data to support the success of the study. At this stage, the author selected as an informant to research the implementation of the village website were village officials, hamlet heads, community leaders, youth leaders, PKK administrators, and business leaders.

f) Compile the completeness of the study

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2. Stage of Discovery

At this stage, the author took to the field to retrieve research data and conduct interviews with all informants. Here are some excerpts from interviews with research informants:

A. Arrange research planning

Researcher: How do you think about the importance of using village website applications to improve the quality of public services in Bulo Wattang Village?

Informant: The use of the village website application is indeed good but needs more intensive socialization to the community to understand the importance of this information.

Researcher: Did you know that in Bulo Wattang Village did the village website-based service apply?

Informant: Yes, I have. There was socialization some time ago carried out by the village government with students.

Researcher: What is the process of providing services that have been taking place at the Village Office?

Informant: Service has been good enough so far, only sometimes it takes a long time.

Researcher: What are the obstacles to applying the village website according to you?

Informant: The main obstacle is the lack of public understanding of the village website application.

B. The staff of Bulo Wattang Village

Researcher: How is the readiness of human resources to operate the village website?

Informant: We have received training on managing the village website so that it is no longer a problem.

Researchers: How about infrastructure readiness such as networks and computer equipment in the operation of village websites?

Informant: In Bulo Wattang Village, the network is quite good and computer equipment is already there.

Researcher: What is the village budget readiness in organizing village-based website services?

Informant: Villages have a budget that is lowered every year in the form of Village Fund Allocation, from which there is a post that regulates services to the community.

Researcher: What is the readiness of the village apparatus in dealing with changes in service models from manual services to village website-based services?

Informant: We are ready for that, and we continue to train and prepare so that when the time comes we are ready.

C. Carawali Youth Figure

Researcher: How do you respond to the application of village website applications in service delivery?

Informant: The application is quite good, only people who don't understand how to use it will experience difficulties.

Researcher: Have you ever used the village website application when making arrangements at the village office?

Informant: Not yet, until now I still don't understand how to use it.

Researcher: Is there no socialization from the village government?

Informant: Indeed there has been socialization but it was only once and was no longer followed up.

Researcher: What are your suggestions for the village government regarding the village website application?

Informant: I hope the government will do more socialization if it wants to seriously implement the village website.

D. Kanie Entrepreneur Figure

Researcher: What do you think about the use of the village website application that has been running for several months?

Informant: The village website application is not too popular in the community, there are still many people who do not know about it.

Researcher: Have you ever used it?

Informant: Not yet, I still don't understand how.

Researcher: Has the village government never socialized?

Informant: Never, but only once in the village office and never again after that.

E. Lagading Village Staff

Researcher: What is the readiness of the village staff to operate the village website?

Informant: We have received training on how to operate it and we think we can.

Researcher: How is the readiness of facilities and internet network?

Informant: If the computer already exists, and indeed the main obstacle to the application of village websites in Lagading is the weak internet network.

Researcher: How about budget readiness?

Informant: Budget already exists from Village Fund Allocation.

F. Explanation Stage

At this stage the author examines all incoming data through observation and interviews then analyzes and describes the data to make conclusions.

B. Discussion

After conducting interviews and collecting research data, the authors describe the discussion of the interview results as follows:

1. Bulo Wattang Village

In general, the people in Bulo Wattang Village do not know in depth about the use of village website applications. This was evidenced by the results of interviews with several community leaders, youth leaders, PKK drivers who all gave the same explanation that the application of village websites was not yet in the community and still needed intensive socialization from the village government.

In terms of human resource readiness, Bulo Wattang Village is quite ready because there is already staff specially prepared to operate the village website. Budgets for village websites have also been allocated through Village Fund Allocation. On the other hand, the availability of internet networks and infrastructure in the form of computers also exists.

2. Carawali Village

Not too different from Bulo Wattang Village, even in the village of Carawali the community has not been too familiar with the use of village website applications. The village government still has to do more intensive socialization so that the community understands the urgency of the village website and how to operate it.

In terms of budget, the village government of Carawali has also prepared a budget for the implementation of village website-based services. Computer equipment is available and supported by a fairly good internet network.

3.   Kanie Village

The Kanie village community does not yet fully understand the application of the village website, and some have never even received socialization about the program so that the village government must conduct more intensive socialization so that the application of this application can run effectively.

In terms of human resource readiness, in Kanie Village there are special staff prepared for the operation of the village website. The internet network is quite good and computer equipment is also available.

4.   Lagading Village

People in Lagading Village know enough about the existence of village website applications programmed by the village government in providing public services. However, there are still many who do not know how to use it, even when they want to take care of the letters in the village via mobile phone without having to go to the village office.

The heavy problem that also faces Lagading Village in providing village website-based services is the weak internet network. Lagading Village, which is located in the furthest sub-district, Kabupaten Sidenreng Rappang, still does not have good network facilities. From the aspect of readiness of human resources, Lagading Village is ready, even supported by the budget and facilities in the form of computers.

The following is a table to map the potential and constraints faced by Bulo Wattang, Carawali, Kanie, and Lagading villages in the application of village website applications in providing services to the community:

TABLE I.

NO	VILLAGE	READINESS					
		I	II	III	IV	V	VI
1	Bulo Wattang	-	+	+	+	-	+
2	Carawali	-	+	+	+	-	+
3	Kanie	-	+	+	+	-	+
4	Lagading	-	+	+	+	-	+

Table description:
I. Community Understanding
II. Human Resources
III. Infrastructure
IV. Budget
V. Internet network
VI. Work Paradigm

V.   CONCLUSION

After going through all stages of research, the researcher draws the following conclusions:

1.   The level of public understanding of the application of village websites in Bulo Wattang, Carawali, Kanie and Lagading villages is still low.

2.   The readiness of human resources or management staff of village website applications in Bulo Wattang, Carawali, Kanie, and Lagading villages have been prepared.

3.Infrastructure readiness in the operation of village website applications in Bulo Wattangg, Carawali, Kanie and Lagading villages is ready.

4.   Availability of budget in the operation of village website applications in Bulo Wattang Village, Carawali, Kanie, and Lagading is available.

5.   Availability of internet network in managing village website applications in Bulo Wattang Village, Carawali, and Kanie is quite supportive, except in Lagading Village which has not been properly accessed by the internet network.

6.   The paradigm of the work of the village apparatus in the operation of the village website applications in Bulo Wattang, Carawali, Kanie, and Lagading villages is quite good.

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