

Elements and success factors of the electronic-based public service to the active role of the community in the Lukadesi Program in Wukirsari village government

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Abstract—*This article intends to provide an overview of public services in the digital era. Through a qualitative descriptive approach, this study discusses how the importance of building public trust, which in addition to interacting directly or indirectly through social media. Therefore, electronic-based public services are only a medium to bring information closer to the public, but then cannot be linear in encouraging public participation. The results of the study show that public services that prioritize public use will build trust in the community. This can be seen from the data that there is an increasing trend in community participation, namely 11% in 2013, 18% in 2014, 81% in 2015, 92% in 2016, and 91% in 2017 because of service innovations electronic-based public services in the form of citing death or lukadesi certificates that began in 2012. The trend of an increase in community participation is due to the emergence of the active role of the community in accessing the lukadesi program. Furthermore, increasing community participation is caused by the opportunity to utilize electronic-based public services, as well as the willingness and ability of the government to benefit from this electronic-based public service. Meanwhile, this research was conducted at the Wukirsari Village Government, Sleman Regency, Yogyakarta Special Region. The recommendations of this study are the importance of the government's ability to present benefits in public service innovation in the digital era, and the need for adjustments to public service innovations towards local wisdom that exist in society in the digital era.*

Keywords— *Digital Based Public Service, Community Active Role, Lukadesi Program*

I. INTRODUCTION

The development of digitalization has brought consequences for change, including in the political and governmental processes. One of these changes occurred in the process of public service. Therefore, many governments have implemented public policy processes by prioritizing electronic-based services. It is interesting then to see whether the phenomenon of electronic-based public services can then form a public awareness to play an active role in their participation in accessing the public policy process. Furthermore, it can also look at how the role of the community is actively accessing the process of running the government. Because, citizenship emphasizes the function of society for their active role in development and the process of running the government.

The relation between digital governance and citizenship is interesting to discuss because it is a result of changes in governance that are more responsive to the aspirations and quality of public services in the era of democracy and regional autonomy. In the context of democracy and local autonomy, the transformation inevitably must also have an impact on increasing community participation, especially related to popularity or political image. Therefore, many regions then apply the image as a service provider based on digitalization. Even though, in the context of the development of e-government and e-participation, that these two things cannot show the existence of linear and interrelated connections. Therefore, in countries that have good e-government development, they do not necessarily have good e-participation at the community level. Some obstacles that arise are the lack of availability of sharing culture, documenting culture, human resources, infrastructure and limited access (Rahardjo, 2001). That is, the innovation of public services based on electronics then raises the consequences of the problem of the disconnection of access and activeness of the community in the service.

Electronic governance policies can improve the quality of public services. Therefore, the process of socializing and internalizing the understanding and practice of open government and promoting the implementation of e-government must always be done to foster broad public participation in using civil rights (Lauranti, et.al., 2017). That is, electronic governance can form a public awareness to play an active role in their participation in accessing the public policy process. In addition, with increasing public knowledge about the National Development Planning System (SPPN), the greater the chance of the community to participate and influence policy, planning, programs and budgets in the region (ibid, 2017).

Active society, or commonly known as citizenship, looks more at how the community is thought of by the government, or looks at how the practice of these communities over access in the public policy process. Often, the meaning is created where the position of the active community is only waiting on government policy, because the meaning is born of the placement of the government as the subject of meeting the needs of the community. This brings the consequence that government policies must be accepted by the

community, without community involvement in the formulation of government policies.

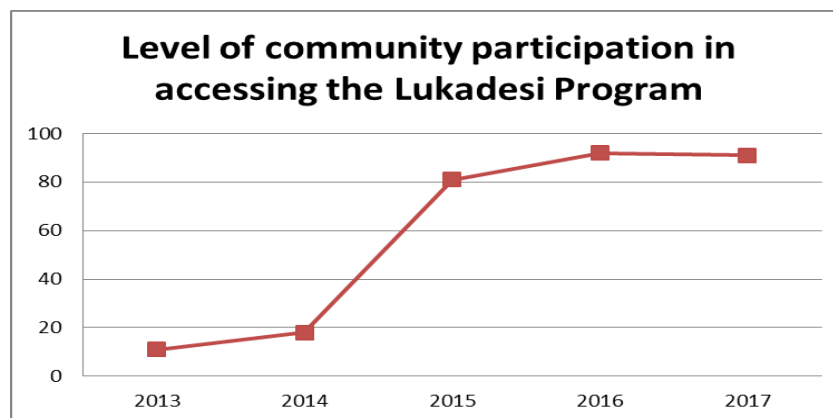
Furthermore, there is also the meaning that the position of an active society must then be able to influence policy through its actions. Therefore, the active community is not only waiting for how the needs will be fulfilled by the government. The meaning of active society by influencing policies through their actions can then gain more space in the digitalization era. Moreover, in the era of digitalization, democracy and regional autonomy, community participation is often considered more than technocratic-administrative aspects. Therefore, the public participation space has changed the function of social media, which not only creates the function of social media as a communication tool, but also as a place to channel aspirations to the government.

There are several studies in the relations of digital governments and active communities. First, the development of e-government systems in Indonesia in quantity began to increase, but in quality it was not sufficient (Sari and Winarno, 2012). Second, the efforts made in implementing e-government are to take part in education and training activities from the Ministry of Communication and

Information, hold contract labor, and create cooperative database applications (Angguna, 2015). Third, the meaning of the implementation of e-government by local and central governments is still a lot of individual nature, and there are still many obstacles, obstacles and challenges faced to increase the use of e-government in Indonesia, so there are still many governments that use e-government only as only information provider or static web (Simangunsong, 2010). Fourth, the level of implementation of e-government at LAPAN is 1.88 while the level of e-government implementation is expected to be 3.18 (Alusi and Sensuse, 2014).

The Wukirsari village government is part of a local institution in Sleman Regency. Through the Desa Siaga Grieving Family Program (Lukadesi), the Wukirsari village government is able to innovate public services based on the process of adjusting local institutions with the cultural values of e-government which is then contextualized with the needs of the Wukirsari village community, especially in the government sector. Through the Lukadesi program, there was an increasing trend in community participation, namely:

TABLE 1. THE LEVEL OF COMMUNITY PARTICIPATION IN ACCESSING THE LUKADESI PROGRAM



Data Source: Wukirsari Village Adminduk Service Data for 2011-2018

This increase has occurred since the existence of service innovation electronic-based public in the form of services to cite the death certificate in 2012. It is interesting to look at the elements and success factors of electronic-based public services in increasing the active role of the community regarding the Lukadesi Program in the Wukirsari village government.

Meanwhile, the research method that will be used by researchers is a qualitative descriptive research method. Descriptive qualitative methods, namely as research procedures that produce descriptive data in the form of written or oral words from people and observable behavior (Moleong, 2002). Whereas on the other hand, qualitative research methods emphasize attention to human actions, the process of forming actions, social interactions and others (Muhadjir, 2000). Therefore, this stage included internal discussions with the Wukirsari Village Government. It aims to look for regulations, documents, and other related references. Thus, the initial stages of this research can contribute to the next stage in the form of in-depth study of

the focus and formulation of the problem in this study. In collecting data, this study collected data through crossing various data sources originating from literature studies, observations and interviews. Furthermore, data reduction is done on the data that has been obtained by summarizing the data, sorting out the main points and focusing on the things that are related and also important to this research.

II. FINDINGS AND DISCUSSION

Digital identity is fundamentally changing the way government provides essential services, and transacts with its citizens (Sullivan, 2016). This is influenced by the rapid development of information and communication technology. This makes the public demand for the convenience of public services. At a macrolevel, it is clear that the flows of ontology, conviviality and representation that Cope and Kalantzis propose are implicit in the structure and functions of the websites (Mallan, 2018). Canadian Immigration agencies are using social media as a customer services tool, and migrant social media users are turning to government

social media to hear directly from the government agencies and are expecting personalized answers (Gintova, 2019). At the microlevel, the government portal functions that Sandoval-Almazan and Gil-Garcia have developed provide a useful guide that can apply to the Australian context (Mallan, 2018). However, the usefulness of this guide for future reference will depend on how local governments respond to ongoing social, economic, political, and technological changes which may impact on the nature of the extraurban and how individuals and communities wish to participate (Ibid, 2018) That is, the emergence of innovation and community satisfaction has become the community's needs. Provincial and local authorities do not tend to improve public goods and services a great deal as government resources increase (Suebvises, 2018). Thus, such spaces make it economical for government and local authorities to create a learning place and pursue it over the time (Nouri, 2019).

Social media strategies and practices of government agencies while government social media users behaviors and perspectives remain understudied (Gintova, 2019). That considering the consequences for individuals, the right to identity, as an international fundamental human right, should now be recognized and protected in relation digital identity (Sullivan, 2016). That recognition and protection of this right is an essential component of a model of accountable and responsible digital citizenship (Sullivan, 2016). Two essential features result in practical and legal issues for individuals when the system does not correctly recognize the identity or when it permits the identity to be misused by another person (Sullivan, 2016).

As regards political outcomes, how can citizen, as public shareholder, be heard in these processes—either in the home country or the host country? Where is accountability and transparency? (Clifton, 2016). In Thailand, where the accountability of the public sector is often weak, social capital and citizen participation therefore can improve public sector accountability and performance (Suebvises, 2018). Furthermore, the significant mediating effect of sense of community between government-public relationship and the public's community engagement intentions (Kim, 2019). It is noteworthy that managing the government public relationship is less effective in developing the community when a sense of community is absent (Ibid, 2019). Conducted in the unique setting of Lebanon, show that by developing trustworthiness and active citizenship, citizens will increase their behavioural intention to use of e-government services (Fakhoury, 2015). Thus, intentions to use public e-services grow stronger when the government foster trustworthiness and empowers average, passive citizens (Ibid, 2015). The findings indicate that social network, a core component of social capital, tend to increase the motivation and ability of citizens to participate in public affairs and thereby tend to increase the effectiveness of public goods provision (Suebvises, 2018). Thus, that managing the government-public relationship can facilitate positive Word of Mouth (WOM) about community and encourage community participation (Kim 2019).

The Grieving Family Program for Siaga Village (Lukadesi) The Wukirsari Village Government, Sleman Regency is a program that was born out of several existing

problems. First, related to the fact that there are still around 10% of population data that is unclear. The population data is data on people who have died, but are not reported. Second, not all residents in Wukirsari are active in reporting deaths. Of course, this also makes the devices in the village government, especially RT/RW/Dusun Heads, less responsive in reporting residents' deaths. Third, the low number of ownership certificates for death certificates is due to the lack of understanding regarding the function of the death certificate. This program aims to provide services to the community in the form of submitting death certificates, condolences from the village administration, and quotations of death certificates at the time of departure of the body. In addition, the village government also provided notification of when a joint prayer event was held for families left in accordance with the usual period. This was then felt to provide benefits for the people of Wukirsari village who had a habit of praying together after the body was buried, namely 7 days, 40 days, 100 days, and 1000 days. In the lukadesi program, information media for reporting that can be used in the form of SMS, social media, telephone calls delivered by the Head of the District to the Government of Wukirsari Village service. Meanwhile, the Lukadesi program of the Wukirsari Village Government was conducted in 2015. Furthermore, this program has been duplicated by 60 villages in Sleman Regency.

Meanwhile, the stages carried out were preparation of facilities and infrastructure in 2012-2014, implementation of the Lukadesi program (Bintek officers, verification, socialization) in 2015, strengthening the capacity of the Wukirasri village government and improving the Sidampak feature in 2016, replication in other villages in the year 2017, preparation of a replication road map in 2018. The following is the percentage of ownership of death certificate quotes in Wukirsari Village:

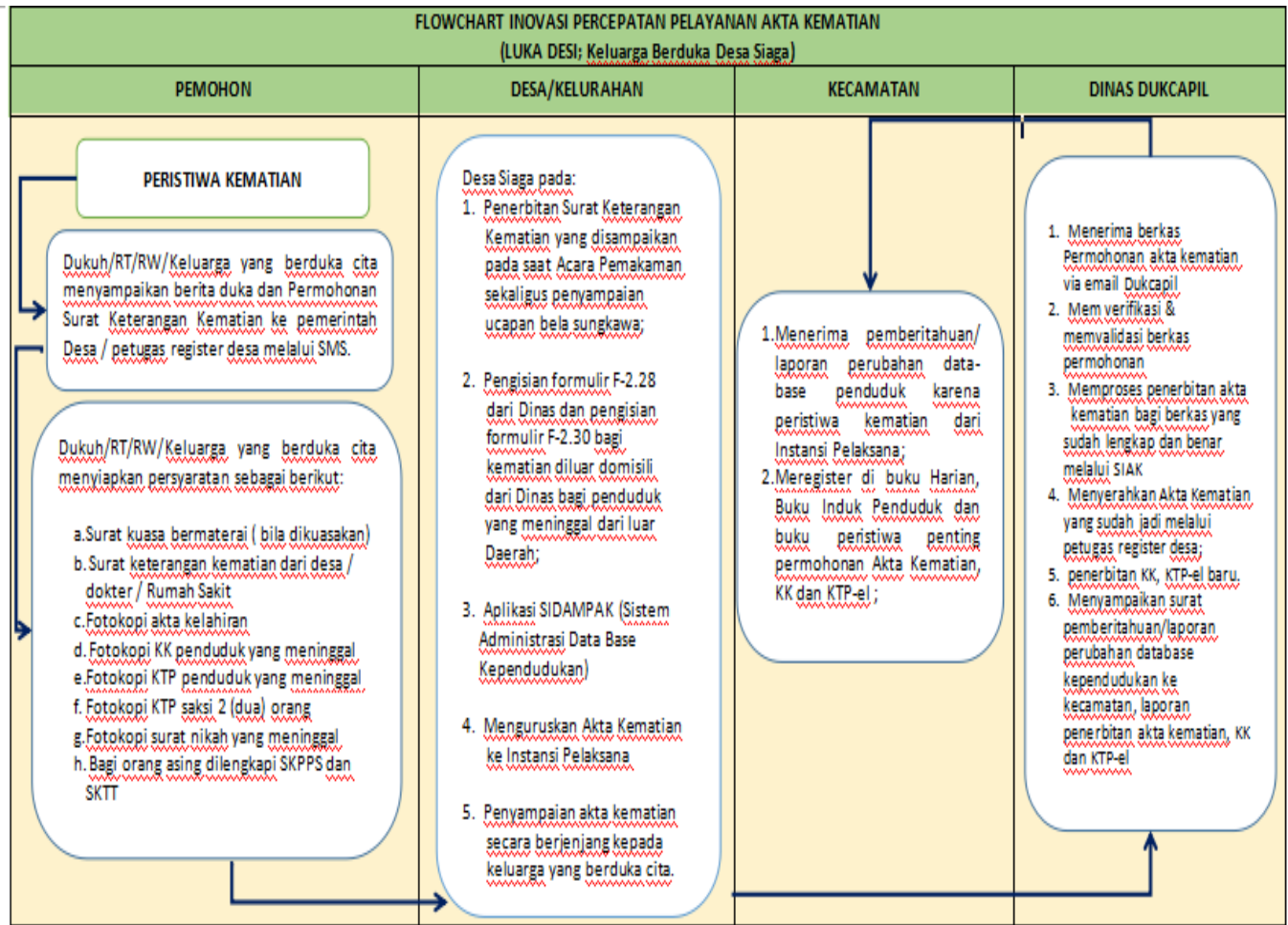
TABLE 2. THE PERCENTAGE OF OWNERSHIP OF DEATH CERTIFICATE QUOTES IN WUKIRSARI VILLAGE

| No | Description | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|----|-----------------------------------|------|-------|-------|-------|-------|-------|-------|-------|
| 1 | application for death certificate | 2 | 28 | 10 | 13 | 71 | 82 | 85 | 109 |
| 2 | number of deaths | 80 | 77 | 89 | 72 | 88 | 91 | 93 | 119 |
| | Prosentase | 2,5% | 36,4% | 11,2% | 18,1% | 80,7% | 90,1% | 91,4% | 91,6% |

Data Source: Wukirsari Village Adminduk Service Data for 2011-2018

This means that the development table for the percentage of ownership of death certificate quotes in Wukirsari Village shows that there is an increase in the community who are active in accessing public services, in the form of Lukadesi programs related to requests for making death certificates. Meanwhile, the flow of making a death certificate in Wukirsari village is as follows:

TABLE 3. THE FLOW OF MAKING A DEATH CERTIFICATE IN WUKIRSARI VILLAGE



Data Source: Wukirsari Village Adminduk Service Data

Furthermore, the application for making the death certificate in Wukirsari Village through electronic-based services is as follows:

TABLE 4. THE APPLICATION FOR MAKING THE DEATH CERTIFICATE IN WUKIRSARI VILLAGE THROUGH ELECTRONIC-BASED SERVICES



Data Source: Wukirsari Village Adminduk Service Data

Subsequently, the citation of the death certificate of Wukirsari village was then handed over at the time of the ceremonial event. In addition to citing the death certificate, the Wukirsari Village Government also provided information as a ceremonial reminder of death. This was felt to be beneficial for people who did not live in Wukirsari village.

In the Lukadesi program, the program for making the death certificate can be accessed by heirs by reporting to the Head of Hamlet. The report was then forwarded by the Head of Hamlet to the Wukirsari Village Government by sending death information via SMS / Phone / WhatsApp, as well as sending supporting documents. Furthermore, the Wukirsari village government issued a death certificate, and carried out the process of issuing the death certificate. This means that the human resources involved in the Lukadesi program are residents / heirs, RT / RW administrators, Hamlet Heads, and Wukirsari Village Devices. In addition, there are facilities and infrastructure used to support the Lukadesi program, namely computer 3 sets, smart phones, making sidampak applications, and office stationery. Furthermore, related to the financial resources used by the Wukirsari Village Government for adminduk services is a follows:

1. amounted to Rp. 12,500,000 in 2015
2. amounted to Rp. 15,000,000 in 2016
3. amounted to Rp. 25,000,000 in 2017
4. amounted to Rp. 55,566,590 in 2018
5. amounted to Rp. 136,439,600 in 2019

Of course, it is expected that the Lukadesi program can provide benefits related to the increased coverage of death certificate ownership, village government active service amid family grief, the availability of death statistics, and more accurate population data reports in Wukirsari Village Government, District Government, and District Government. Furthermore Wukirsari village achievements data :

1. 1st place in the district level population administration competition in 2015
2. District-level village competitions in 2015
3. 1st place in the district and village evaluation level in 2018
4. The 2nd best village champion at the national level in the village initiative and innovation category in 2018

At this time also has been developed my birthday program. This program is an innovation of community service aimed at children who have an age of 17 years. This means that the Wukirsari Village Government gives a happy birthday notification letter to the child through the physical and soft files distributed to the head of hamlet. It is intended that citizens who will be 17 years old can immediately carry out the electronic KTP recording process. The output of this program increases the awareness of citizens to record population through electronic KTP. Meanwhile, my birthday program began in 2015. The birth data service program is an innovation of service to the community in storing data in the form of monthly, semester, and annual statistics. The program provides benefits to the details of the number of babies born, average baby weight, average length, average age of the parent, gestational age, surgical process through surgery or normal, the gestational age of the baby including premature or normal, up to funding sources birth process.

Furthermore, here are the usage implications of innovation public service in Wukirsari Village:

TABLE 5. THE USAGE IMPLICATIONS OF INNOVATION PUBLIC SERVICE IN WUKIRSARI VILLAGE

| No | Circumstances before innovation. | Circumstances after innovation |
|----|---|---|
| 1 | Service culture still uses conventional service patterns so that it has not reached the ideal point of community satisfaction. | Services are carried out quickly, according to SOP, served by competent people, high level of data accuracy, village government has complete population data. |
| 2 | Public service in the village is only as a recommendation (introduction) where the settlement process is at the sub district and dinas level. | The emergence of interest from other departments and villages in applying or adopting the system from the Sidampak Program and village government can position itself as community service. |
| 3 | The lack of public awareness of ownership of population documents is due to poor governance of government services to the community. | The establishment of an orderly culture of population administration for the people of Wukirsari village. |

Data Source: Wukirsari Village Adminduk Service Data

The implementation of the policy in the form of electronic-based public services in Wukirsari village showed that the Wukirsari Village Government had thought about the interests of the Wukirsari village community. Furthermore, electronic-based public services, namely the Lukadesi program, then have created the practice of active communities in accessing these public services. Even so, the form of activeness of the Wukirsari village community has not fully been able to influence policy through its actions, which then can get more space in the digitalization era.

III. CONCLUSION

Thus, there are three main points on how the relations of citizenship and the state are built namely: access, articulation, control. That is, people who can access services are a basic form of citizenship and state relations. However, there is an opinion that when people only wait or receive services provided by the government are ordinary people, not citizenship. Furthermore, this stage can develop into a form of society that can articulate its interests and needs. That is, at this stage is a form of society that is active in relations of citizenship and the state. Furthermore, the final form of citizenship in the context of the relationship between citizenship and the state is that people can control policy. This means that the citizen can influence existing policies, especially related to public services provided by the state.

The elements of electronic-based public services which are the key to success in the Wukirsari Village Government Lukadesi program are financial resources, advice and infrastructure, and human resources. Furthermore, the

success factor in the Wukirsari Village Government Lukadesi program is how important it is to build public trust through a policy process that creates services to the community that prioritizes public use. In addition, the importance of the government's ability to deliver benefits in public service innovation in the digital era. This can be seen in the Lukadesi program which can adjust the needs and culture of the Wukirsari village community. This adjustment is carried out by means of socializing the benefits of citing death certificates, as well as submitting death certificates and providing information as ceremonial reminders of death. Adjustment of services to the public is also done electronically through social media, which is related to the management of the citation of death certificates, so as to create efficiency for the community. This then becomes a differentiating press point on the implementation of electronic-based public service policies that do not prioritize public use and expediency. Therefore, electronic-based public services are only a medium to bring information closer to the public, but then cannot be linear in encouraging public participation.

The recommendations of this study are the importance of the government's ability to present benefits in public service innovation in the digital age, and the need for adjustments to public service innovations to local wisdom in society in the digital age. With this, adjustments to the implementation of public services based on government electronically will reduce the barriers that exist in the social conditions of the community. This is then often not seen in government-based public services electronically. Where it appears that there is no linear correlation between the implementation of public services based on government electronically with the level of community participation that is also carried out electronically in accessing these services. That is, this research at least hopes to provide a picture related to the urgency of implementing public services based on government electronically while still paying attention to local values in the area, such as the application of the Lukadesi Program in Wukirsari Village, Sleman Regency.

ACKNOWLEDGMENT

This paper has been presented in international conference on Democratisation in southeast asia and thank you for the committee.

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