

# Provision of Access to Information Services Based on E-Government in the Village Government

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**Abstract**— This article looks at the extent to which the provision of access to information and public involvement in the provision of electronic-based services by the Village Government in Jambi Province, in the course of governance continues to move in the service sector which can be directly accessed by the public, not only as a recipient, but also as a source service. To accelerate this process, the government is transformed into an instant and practical concept of e-government, utilizing technology, and information services produced can be accessed by anyone openly. However, this understanding of government has not been fully responded to in response both in the community and the government itself. By using a descriptive qualitative approach, the author obtains empirical relationships behind phenomena in depth, thoroughly, and thoroughly by matching, comparing, and looking for the red thread between empirical reality and prevailing theories. The findings in this study are the lack of careful planning, and the availability of infrastructure, and the low understanding of service providers about the mechanisms, methods and processes of innovation that aim to be able to involve the public effectively. This is due to the lack of available budget and supporting infrastructure. Then a more effective mechanism is needed by being encouraged by improving regulations, structuring and improving the quality of human resources, and commitment to the provision of budget and supporting infrastructure for electronic-based services.

**Keywords:** *citizen engagement, public services, e-government, open government*

## I. INTRODUCTION

The role of information technology in supporting operational and managerial systems in government agencies today is increasingly important. Recognizing the important role of information systems in the government system and is driven by the rapid development of information and technology, the government has issued a National Policy and Strategy Development of Electronic Government through Presidential Instruction No. 3 of 2003 as a legal framework for all policies in the field of Electronic Government and several articles in Law No. 6 of 2014 concerning Villages that explicitly speak of Communication Information Technology (ICT) for Villages, namely concerning Appropriate Technology. In implementing village governance now the central government has developed applications to be widely applied to village government in Indonesia. There are several types of applications that target village government apparatus such as Prodeskel / Village Profiles and Kelurahan

(applications from the Director General of Village Government Development, Ministry of Home Affairs), Siskeudes / Village Financial System (Application of BPKP) and Village Portal

The concept of e-government shall be introduced for productive purposes in the office – the government offices, elaborate process administration public using one of the areas in which the Internet can be used to provide access to people who are in the form of elementary service and simplify the relationship between society and government. In addition, in line with the spirit of bureaucratic reform in Indonesia, e-government increasingly plays a role in improving the quality of public services and helping the process of delivering information more effectively to the public. It needs to be realized and understood that according to the mandate of the 1945 Constitution Article 18 Paragraph (2) and Article 34 paragraph (3), the improvement of public services must get the main attention from the government, because public services are basic social rights of the community or *fundamental rights* [1].

It must be understood that the development of an information technology-based system requires an integrated co-operation and the right approach. Through a more realistic approach and supported by various available resources, it will help create a system with a good climate. The results of the evaluation of the practice of the development of e-government in Indonesia shows that the implementation of e-Gov many are not as expected, because of the fallacies e-Gov incompatible with the concept of the right [2]. Some of the inhibiting factors in e-Gov are: 1) weak government commitment to integration and public transparency, 2) the absence of a culture of information sharing in government institutions, 3) the absence of an orderly documentation and archival culture, 4) resistance to change, 5) scarcity of skilled and skilled human resources (HR), 6) inadequate and expensive infrastructure, and 7) limited access places [3]. Another thing is resistance to change as the cause of inhibiting factors in e-Gov can occur as a result of the existence of: 1) organizational ego so that it closes the possibility to want to be regulated or cooperate with other organizations; 2) the assumption that their information system is the best compared to others; 3) different contexts of interest in each organization so it is difficult to find a meeting point to do integration quickly; 4) the desire to become the leader of the integration team in a collaborative consortium; 5) unwillingness to share data / information /

knowledge with each other because it is considered to reduce individual organizational competitive advantage; 6) ignorance of starting integration from where it is conducive to being carried out as closely as possible to the relevant parties; and others [4].

The purpose of this study was to find out the development of e-government in the Village Government of Tanjung Lanjut, Muaro Jambi Regency, the initial analysis of the authors showed that information systems and public services Electronic-based has not been supported by village government management, influenced by infrastructure and human resources, currently in serving various needs of the village community online, examples of the field of village population administration are still not fully integrated in a clear database. The administrative service system is still running using a manual system does not use e-government, so the researcher targets the analysis and design of e-government in village government transparency to: (1) minimize the risk of errors in identity research, (2). more practical and fast in administrative processes such as submission of correspondence, (3). village communities can be served online 24 hours

#### A. *The concept of e-Government (e-Gov).*

Electronic Government is a new development in order to improve public services based on the utilization of information and communication technology so that public services become more transparent, accountable, effective and efficient. In order to improve the quality of government services, it is necessary to integrate agency business processes into information systems that create efficiency and effectiveness in services. The implementation of e-Government in local governments is also one of the efforts to create transparency and improve public services to answer the needs of bureaucracy and administration in local governments. Development of information systems can also improve decision-making related to regional development planning. The mechanism of the relationship is through the use of information technology which is collaboration or merging between computers and communication network systems.

The strategy in the innovation of public service provision, according to Denis Anderson the government's efforts to be able to provide public services in a way that is fair, effective, inclusive- centered on citizens, and the public sector that has the capacity to provide services, needs to be strengthened at the central and regional levels. This means efforts are needed to strengthen the four main dimensions between the public sectors, namely; public institutions especially at the regional level to provide services; leadership capacity and human resources needed to provide services in a transparent, fair, efficient and accountable manner; processes and mechanisms that support citizen participation in the design and delivery of services; and organizational culture so that it can create space for continuous improvement and innovation in service delivery to the community. five main strategies in providing public services [5];

1. Innovative transformation of leadership and public of public 'capacities.
2. Institutional and organizational innovation.
3. Process innovation, including innovative channels and mechanisms for partnership building and citizen engagement.
4. Organizational culture to promote knowledge sharing and management for innovation, transparency and accountability.
5. Leveraging the potential of ICTs: new opportunities for innovation.

The five strategies above are interrelated and interdependent, therefore, this strategy must be used holistically. In other words, this strategy is important to be discussed and studied in an integrated manner in strengthening institutional frameworks, processes and mechanisms to provide services fairly and effectively, developing human resource capacity for equitable service delivery and the development and utilization of e-Government that refers to the use of information technology by government agencies that have the ability to change relations with citizens, businesses, and other units of the government. The technology used can serve a different diversity of services to better citizens, increase interaction with the world of business and industry, empower communities through access to information, or more efficient government management.

## II. METHODOLOGY

This research was conducted using a qualitative approach emphasizing the analysis of quality. The data collected is not in the form of quantification of numbers, passing the data obtained comes from in-depth interviews, researcher field notes, personal documents, and other official documents obtained through field research. So that the main target of this research is to describe the empirical relationship behind phenomena by obtaining a deep, thorough, detailed and complete meaning. Therefore the use of a qualitative approach in this study is to match, compare, and look for the red thread between empirical reality and the prevailing theory using descriptive methods. Data was collected through literature studies and documentation, observations and in-depth interviews with a number of informants consisting of elements of local government and non-government agencies related to their respective main tasks and functions.

## III. DISCUSSION AND FINDINGS

### A. *Transformation of Innovation in the Channels of Regional Government Information Systems*

In looking at the development of e-government innovations in the village, it is deemed necessary to analyze the levels of government that exist in higher memory first, especially from the elements of implementing e-government on the use of local government websites which are the main gateway to access services, as well as access to lower government elements, the transformation of e-government innovations can be seen from the total number

of 548 Regional Governments consisting of provincial and regency / city governments in Indonesia that were recorded, 543 of them registered as having official websites that use the go.id domain. of the total number of 483 websites accessible to the community, and the remaining 60 local governments cannot be accessed due to various problems. This means that from these data, there are around 88% of provincial and district / city government websites that have websites that can be accessed. More is explained in the table below:

Table 1. Distribution of the number and status of provincial and district government websites [7].

Status	Number of websites	Percentage
Accessible	483	88%
Not accessible	60	11%
Don't have a website	5	1%
<b>Total</b>	<b>548</b>	<b>100%</b>

From the data above, it can be seen that the development of *e-government* leads to a fairly good development nationally. The transformation of this innovation along with the development of *e-government* in Indonesia in the early stages began with the issuance of Presidential Instruction No. 3 of 2003, which mandates 4 models of stages of *e-government* implementation . Explained in the Presidential Instruction that e-government development is carried out through 4 levels: (1) preparation, (2) maturation, (3) consolidation, and (4) utilization. Condition of information channel *e-government* at the outset of its development in Indonesia, the quantitatively good conditions above are not relevant to the development of stages which are still largely in the first stage (preparation), only a small proportion have reached the second level (maturation), and no one has even those who reach the third level (stabilization) and / or fourth level (utilization).H3 : Perceived Risk of e-filing does not influence taxpayers' behavioral intentions to use e-filing [1]

Table 2. the latest status classification of developments in e-government in Indonesia by province in 2018

No.	Province	Number of Regional Governments	Stages according to Presidential Instruction No. 3 of 2003			
			Preparation	Maturation	Stabilization	Utilization
1	Jambi	12	2	8	2	-
2	West Java	28	2	17	9	-
3	DKI Jakarta	7	1	5	1	-
4	North Sumatra	43	2	23	7	-
5	Riau	13	1	5	7	-

From data it seen that the channel information of the website in the local government in the province of Jambi seen from the use of the website media the general majority is still at the maturation stage, categorized as a website that provides at least one media that presents the interaction of the government with site / public visitors and provides links to other institutions on the internal or external local government itself. The forms of interaction media in question include: providing emails, telephone numbers,

input forms, polls , discussion forums, sms, and or chat. While only 2 Regional Governments have entered the consolidation stage, or are categorized for websites that provide at least one electronic service in the form of a website or application for accessible public services. Websites or applications are not required to be integrated with one another, enough to enable the public as users to solve government affairs quickly and effectively. The initiative and involvement of local governments in implementing egovernment in Indonesia certainly needs to be appreciated. But being aware of the fact that the mandate of e-government development has been around for the past 15 years, the e-government movement from one stage to another can be considered very slow. This delay is certainly motivated by a variety of contextual reasons: infrastructure, costs, the role of the government, involvement of related parties, etc., must be questioned. Implementation Transformation of e- government innovations in Indonesia still faces a number of serious challenges, namely lack of commitment to budget availability, low quality of human resources, low penetration of ICTs, lack of regulatory support, and work culture that is still not supported. Research by Hwang and Syamsuddin shows that the main obstacles to developing e- government are technical difficulties, the existence of digital divide (digital divide) and the lack of willingness to use e-government from the community and the government itself [8].

*B. Leadership and Capacity of Human Resources in Village Government Innovation Reform based on e-government.*

Commitments in e-government based service provision must emerge from the highest leadership element, namely the regional head , as the leadership element, namely the regional head , as the *leading actor* , the application of *e-government- basedgovernance* is a means of supporting transparency, accountability and public information disclosure. The implementation of *e- government* does not only follow the *trend* , but must be proven by the presence of the government and felt by the public. The application of the application and *website* in this case must really provide significant benefits to the community. All information relating to government performance will be posted via the media *website* . The commitment of a regional head in realizing transparency and openness of public information in his government is a step to improve the image of the bureaucracy so far that seems rigid and closed. This kind of commitment must be addressed wisely and transformed both by the ranks of the government so that government programs are related to issues of transparency and public information disclosure can be carried out well One of the obstacles that villages face in implementing *e-government* is the ability of resources human power that operates the system or managerial in implementing it because it involves how to change the mindset of employees. Therefore to improve the ability of employees to implement *e-government* in the Village Government in Jambi Province is carried out through information technology training. In training and increasing resources human power, need to change the view of information and communication

technology, not just a tool for managing information, but it has cultural aspects. Technology is not just demanding mastery of the device the hardness, but changing ourselves interacting with society through information and communication technology. Increasing the capacity of my sources like this is crucial and very important to continue to do to provide adequate knowledge and skills for all *e-government* operators in all Village Governments, because the use of applications can be between or across institutions and requires alertness and skill. The training method that needs to be done is to bring qualified and certified *trainers*, and through training classes that have been adjusted to the needs for current data disclosure, the trainees will be guided and guided step by step to understand, understand and do matters relating to all technologies that will be applied.

### C. Transformation of Village Government and Community Engagement in the Provision of Public Services.

The development of the transformation of village governance was felt to be stagnant, p ersoalan slow response of village government in the province of Jambi in developing e-government, indicated the presence of some underlying problem that is not terintegrasiny a regulation governing authority between government agencies that provide the services, so the collaboration towards innovation is inhibited, the lack of commitment to budget availability, low quality human resources who have expertise in the field of IT development, and work culture is still not supported. One of the factors that led to the digital divide between urban and rural areas was the uneven infrastructure and the availability of information and communication technology (HR) human resources, which affected the use of ICT at the village level. As a result of facing various problems related to development and limited infrastructure, the use and use of ICTs is not a top priority by the village government. ICTs in village governance can cover various aspects such as the use of applications in government services, provision of databases for population administration, electronic planning, delivery of information to village communities (both in the form of budget transparency and types of programs to be implemented), promotion of village potential and excellence to public and service complaints against the running of the village administration.

Table 3. Number of Villages with *Blank Spot* Points in Jambi Province

No.	Regency / City	Blank Spot (Village)
1	Kerinci	13
2	Merangin	29
3	Sarolangun	20
4	Batang Hari	18
5	Muaro Jambi	2
6	West Tanjab	34
7	East Tanjab	11
8	Bungo	23
9	Sungai Penuh	2

Based on data in table 3 about the number of villages with *blank spot* points in Jambi Province there were 158 villages (11%) with *blankspot* points from 1399 villages in Jambi Province. This shows that in terms of telecommunications network infrastructure has reached most of the villages in Jambi Province but the availability of this network is not enough to support the synergy of *e-Government* systems which requires speed and timeliness in operating it, especially in the provision of information and services. The transformation of innovation can also be seen from the preparation of channels and mechanisms for public involvement in services, including the presence of facilities in the form of infrastructure, without the existence of supporting infrastructure, it is impossible for an electronic-based government to materialize. Availability of adequate information technology infrastructure is 50% of the key to the successful implementation of *e-Government*. In Jambi Province, to fulfill infrastructure, government/information and communication services, it is still very difficult to provide adequate infrastructure. This is due to the lack of a given budget. The budget provided by the government is more widely used for the fulfillment of the activities carried out at the Department of Information and Communications, so the budget is not used to fulfill the infrastructure - adequate infrastructure. In this case, it means that the allocation of funds has not focused on the supporting infrastructure requirements for implementing *e-government*. For that in the future, the government can help allocate sufficient and appropriate funds to provide e-government supporting infrastructure.

## IV. CONCLUSION

Transformation of Innovation in the provision of public services in the regional government needs to be emphasized improvement of data governance and patterns of relations between agencies that have implications for strengthening collaboration in services between government agencies and public access to official government data, which ultimately speeds up, simplifies, and can reduce government service costs. Furthermore, local governments need to develop a regulatory framework as one of the government's strategies in improving the process of planning, implementing, evaluating and controlling development by ensuring the availability of government data that is accurate, up-to-date and integrated.

From the results of the study authors, not seen a clear collaborative design plus the same lack of understanding among service providers within the government about the mechanisms, means and process innovation that aims to involve the public in untuh, either as a recipient or the source of the service. This is due to the lack of commitment from leaders at the elite level, and organizational culture that is still static, not dynamic. And the availability of budget and supporting infrastructure that is still minimal. Then more effective collaboration is needed by being encouraged by improving regulations, structuring and improving the quality of human resources, and commitment to the provision of budgets and supporting infrastructure for electronic-based services. So if all these elements can be fulfilled, the implementation of a government based on open

public engagement with open government design can be realized in Village Governmnet in Jambi Province.

The necessary *good will* and a strong *political will* in encouraging leadership commitment of local governments in providing a flexible budget in the ful fillment of the infrastructure and superstructure of service, accomplishment of the design of government emphasis on accountability, transparency, participation be realized.

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