

Carrying Capacity of Government City Policies in Si Warga Patehan

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ABSTRACT

This study aims to find out how the role of Yogyakarta City Governments to support the SI Warga Patehan as a Tool of Public Services in Patehan Village. The study used qualitative-descriptive methods by collecting accurate data. The results show that the Yogyakarta Government's role in supporting SI Warga Patehan become one of tool of public services innovation in the Patehan Village and become some factors that influences Yogyakarta Government policy. The commitment of Yogyakarta City through the smart city regulation to support people for doing innovative about services. Commitments who given by the government are used by the public participation in information disclosure. It's just that in strengthening the policy support, the support from Yogyakarta City Government's policy and political commitment in SI Warga Patehan did not have a direct impact, thus the implementation of SI Warga Patehan was less than optimal because the Yogyakarta City Government did not build a good institutions despite strong policy support. Although the strong support of the Yogyakarta City Government, the success of SI Warga Patehan is also determined by other factors. To support the implementation of SI Warga Patehan as a public service, must be made by the strong institutions. So that the implementation of SI Warga Patehan can be more effective, and continue with other innovations.

Keywords: *Policy, SI Warga Patehan, Yogyakarta City Government*

1. INTRODUCTION

The development and progress of a science and information technology today is very rapid along with the development of the era[1]. Some concrete examples of the development of information technology today are widely used by the public to support social life. Related to the daily use of the development of technology life, it must be initiated, starting from the deepening of an area and the environment[2]. If information continues to be applied only with the spread of letters that will increasingly encourage the increasing effect of waste. The existence of experts and supporters is one of the processes so that the Information System can be managed well, causing the effect of time efficiency and cost of use in order to accelerate the dissemination of information about an area, [3].

Management Information System works and organizes a forum to channel the direction and purpose of the information to be addressed based on the main

points of a regional advantage. Various innovations from management information systems have the aim of increasing convenience in various matters such as obtaining information, improving the quality-of-service processes from government agencies to the public through online services, and developing of human civilization through information technology media with no exception in the administration of government. The form of implementation of public services based on information technology and interactive communication between the Government and other parties from community groups is called e-government. E-government starts from a simple form of service, namely the provision of information and computer-based data about the implementation of government and development, [4].

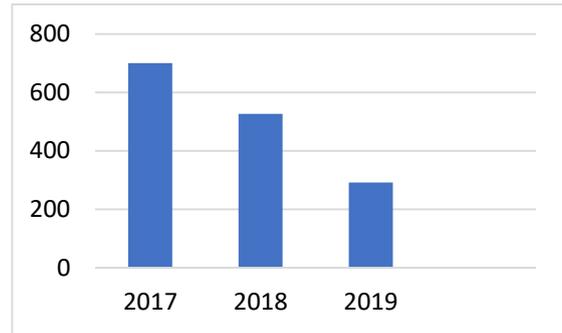
According to the results of the PeGI (Indonesian e-government Rating) assessment at the Regency or City level in Indonesia were ranked Banten, DIY, Bali, NTB, Kalimantan, Sulawesi in 2015. These data showed that the Government of the City of Yogyakarta succeeded in

occupying the first rank (Ranking of e-Government Indonesia, 2016) in which the City Government of Yogyakarta implemented a strategy to improve public services, communication and information[5]. The policy direction for realizing this goal is by developing information technology and telematics applications in the framework of e-government, relating to public services and e-government systems as a form of public service that makes it easier for people to load information or get services without having to wait. In accordance with technological developments in Indonesia, now it has begun to implement developments in e-government in the form of public services called e-services.

The implementation of e-service in Yogyakarta City is currently useful to improve maximum service to the public through e-service and it is necessary to provide feedback to the Government of Yogyakarta City[6]. There is need for rules and guidelines for using website services to support the service features of websites in the Yogyakarta City Government. The existence of e-service is certainly always associated with good governance which will create an effective and efficient quality of public services[7].

E-services is a tool of public services in Patehan Urban Village which cooperates with Community Empowerment Institution which has a legal basis [8]. The Law Number 6 of 2014 and PP. Number 43 of 2014 started that village community institutions have the duties and functions of including participating in planning, implementing, controlling, preserving and developing the results of village development in a participatory manner; and as a forum for community participation, reservoirs and channeling community aspirations in village development, [9].

Patehan Urban Village, Kraton Subdistrict is one of the villages that has an e-service based public service, referred to as the SI Warga Patehan (Patehan Citizens Information System) which is useful to improve the quality of administrative services from residents to RT (Neighborhood Association) and RW (Citizen Association) to village level such as speeding up and facilitating the making to Neighborhood Association and Citizen Association introduction document to the village level. Thus, SI Warga Patehan in Patehan Urban Village have a dominant role in public services to improve services to the community effectively and efficiently.



Source: Patehan Urban Village, 2019

Diagram 1. User of the SI Warga Patehan in 2017-2019

The table above shows the use of the SI Warga Patehan from 2017 to 2019 in letter service online. In 2017 the use of public services for requests for cover letters to Neighborhood Association and Citizen Association levels reached 700 letters service online. In 2018 citizen who used the SI Warga Patehan public service decreased to 526 letters service online and in 2019 the decline again occurred in the use of the SI Warga Patehan as the letters service online amounting to only 292 letters. This explanation makes the general background of the researcher’s study as follows, how the implementation of the SI Warga Patehan as a tool of public service in Patehan Urban Village

However, the Yogyakarta City Government as a forum for sheltering SI Warga Patehan as a tool of public service is less aware. From the success of the Yogyakarta City Government with the policies related to the enactment of e-services in Yogyakarta City. There are some obstacles hinder the Yogyakarta City Government in implementing it how the Yogyakarta City Government Strengthens SI Warga Patehan as a public service adopted by Jogja Smart Services.

2. METHOD

The focus of this study is to how the Government City of Yogyakarta must be able to take advantage of opportunities to improve public services based on technological innovation, so that the implementation of e-government can be utilized as much as possible to provide public information in the implementation of public services.

To answer the focus of the problem, this study uses a type of qualitative research, because researchers took data by examining the writings on carrying capacity of Government City Policies in SI Warga Patehan and also researchers understanding in getting information, comparing and examining the results of interviews with the informants to answer some questions that have been collected by researcher. From this explanation, the researcher uses this method so that it can produce a

descriptive data on carrying capacity of Government City Policies in SI Warga Patehan.

Data collection techniques are the process of searching for a subject matter that occurs in the field with sources and core images of the search for problem solving processes. The researcher conducted several methods which were carried out in accordance with the core problems, carrying capacity of Government City Policies in SI Warga Patehan. Researcher applied two ways to obtain data correctly and accurately, namely interviews and documentation.

3. RESULT AND CONCLUSION

The discussion and findings found in the research related to the Carrying Capacity of Government City Policies in SI Warga Patehan. In the discussion there are has supporting factors from the Government City of Yogyakarta and the problems that make SI Warga Patehan not running well.

Political aspect with the policy that was issued through the Regulation of the Mayor of Yogyakarta City Number 100 of 2018 about Masterplan Development of Smart City in Yogyakarta City that the commitment of the city government to develop the concept of a smart city that aims to support the city that is smart in the development and management of various resources (natural, time, and others) to be used effectively and efficiently by utilizing information and communication technologies to maximize public services and support sustainable development.

Long-term development plan of Yogyakarta City has a position as a basic framework for the management of city development in the long term. The description of the community will consist of Yogyakarta citizen. In realizing the implementation of Regional Long-term Development Plan following the provisions of article 14 of the National Development Planning System Act, BAPPEDA prepared the Regional Medium-Term Development plan as the description of the vision, mission, and program of Head of District into regional development strategy, general policy, priority program, and regional financial policy direction.

The support of regulations from the Yogyakarta City is related to smart cities and e-service policies in developing technology and accelerating services. There are findings in the field that prove that the level of community participation to use SI Warga Patehan accelerating public services supports in the political aspect. Without community participation, a policy will never work properly as expressed by Mr. Agil the community, as follows:

“SI Warga Patehan is accepted by the community

because the people are starting become aware of technological advancements with the existence of a “Kampung Cyber in the village” (Interview on March 8, 2020 at 02:00 pm).

Public awareness with the creation of participation in welcoming an electronic public service in the village is form of response in political aspects. Related to the political aspects that is motivated by the policies of the government thus each region can develop the technology in service affairs. Political aspects have an important role both in government and society because these two elements are the most instrumental in the policy.

Yogyakarta City Government through policies that support the implementation of supporting public services as well as the existence of social factors from the Yogyakarta City Government as a strengthening of the SI Warga Patehan as one of the bottom-up public services. Because the history of SI Warga Patehan is one of the community initiatives of Patehan Village which was developed together by forming a Media Team to empower SI Warga Patehan until now the Government of Yogyakarta City adopted the system of SI Warga Patehan.

In terms of public services set in RPJMD, the utilization of information technology is not limited to the internal scope of the Yogyakarta City Government. It will be applied more broadly according to the concept of Jogja Smart Service. This concept will put the city of Yogyakarta as a smart city which is the development of a long-time online governance management system, become more connected and involve others to improve the service to the community.

These things are expected to be a supporter and driver of the main objectives of the development of Smart city Yogyakarta city which can be achieved through 6 smart service indicators, namely Smart Governance, Smart Branding, Smart Economy, Smart Living, Smart Society, Smart Environment which materialize in the vision of Jogja Smart City is Realizing the Vision of Yogyakarta City Development through Effective, Efficient, Transparent, Accountable and Participatory Services Managed in an Integrated and Sustainable with Technology Support for Community Empowerment[10]. Smart City of Yogyakarta City was built and developed as one of the 12 priorities of RPJMD concerning the readiness analysis of Yogyakarta includes human resources, regional financial capacity, local government resources, physical infrastructures, digital infrastructures, social infrastructures, policies, institutional and regional community organizations. Smart City of Yogyakarta City is a form of an effort to an embodiment the development of Yogyakarta City with the use of information technology and other intelligent programs that are born from the synergy of the city, corporate, community,

village and campus to improve information disclosure and public communication.

Development of the smart city of Yogyakarta City are flexible. In the early stages, established innovation programs are packaged in quick wins, including Jogja Smart Service (JSS) which became the leading portal of Yogyakarta City Smart city. Jogja Smart Service provides integrated services relating to services, administration, data and information online through applications with single ID concept, single sign-on and single windows that aims to facilitate and accelerate services to the community as well as executive coordination and policy stakeholders.

The involvement of Jogja Smart City as a portal in services in the city of Yogyakarta makes people aware of the tangible evidence provided by the government in accelerating services. Besides the Jogja Smart City, the level of use of social media in the city can be used to promote a service it can be known by the public. Through the active social media which is carried out in Patehan Urban Village through Kampung Cyber, it become the supporting capacity in a policy. The level of cohesiveness in the village with the SI Warga Patehan was stated in interview by Mr Alihaq, the community as follows.

“People of Patehan who are divided into villages, right now are more open with a sense of ownership of SI Warga Patehan which is a creativity of community of Patehan” (Interview on March 9, 2020 at 01:00 pm).

There is a growing sense of ownership in the community means that SI Warga Patehan, is not only owned by individuals but also belong the people of Patehan Urban Village. The opening of the mindset becomes one of the social aspects that occurs in society and has a positive impact, because the community is no longer limited by the existence of the villages.

With the political and social support in SI Warga Patehan, the Yogyakarta City Government has no direct impact on the success of SI Warga Patehan in its implementation. The innovation of SI Warga Patehan the won the Mayor to Decorate award in 2018 thus that the Yogyakarta City Government adopted the SI Warga Patehan system in 2019 through the Regional Development Planning Agency (Bappeda) and will be applied in 45 urban villages in Yogyakarta City. Included will be integrated with Jogja Smart Service (JSS). (Accessed August 7, 2020 at 03:00 pm in <https://www.harianmerapi.com/news/2018/12/28/47320/ada-si-warga-urus-pengantar-rt-rw-cukup-online>)

The implementation of SI Warga Patehan which in 2019 has now been adopted by the Yogyakarta City Government and managed under JSS has changed its name to SU Warga, SU Warga, which was inaugurated

in 2018 and can be used in early 2019. With the adoption of the Patehan Citizens SI system by the Yogyakarta City Government, It turned out that there were problems in strengthening the SI Citizens of Patehan as a form of public service in Patehan Village.

It turns out that the carrying capacity of the Yogyakarta City Government does not stop with the existence of policies alone, but how the reality on the ground is happening. According to findings in the field, several factors become the background of the lack of support from the Yogyakarta City Government in implementing policies related to e-services as follows.

SI Warga Patehan is an innovative service from the community that continues to be developed for the benefit of the common community because it has a reasonably high effectiveness value, seen from the seriousness of the Yogyakarta City Government in providing facilities to Patehan Village. In the findings in the field of SI Warga Patehan who kept the database did not yet have adequate hardware, such as the computers used in managing the database, still using personal computers, this caused concern that the database was lost or stolen for misuse. The server system that was initially given a loan by the Yogyakarta City Communication and Information Agency turned out to have a capacity that was not suitable for frequent downtime problems, making the Media Team LPMK willing to reach their pockets for server rental purposes due to server borrowing that did not match expectations.

The second factor is the overlap between the Yogyakarta City Government and Patehan Village as the same system. In 2019, the launch of SU Warga which officially can use had generated some controversy, SU Warga's impression was launching in a rush due to internal problems with SI Warga Patehan.

SI Warga Patehan, which at the beginning of 2017 continued to develop until several areas outside the City of Yogyakarta were interested in learning about the system. Therefore other areas are claiming SI Warga Patehan before being adopted by the City of Yogyakarta. It caused a misunderstanding between Yogyakarta City Government and Patehan Village thus that the SU Warga was inaugurate in a hurry. Preparations that should have been prepared in a calculated manner by the City Government because it will support 45 village in addition to resources, facilities and also outreach to the community should be very intense. However, in reality, on the ground for one year, the SU Warga was not well prepared, it did not run optimally.

Intensive cases that occur in Patehan Village and Yogyakarta City Government are complicated. It turns out that until now, the SI Warga Patehan is still exist and being used in Patehan Village, for the reason it because

competition event. But, SU Warga also operate in Jogja Smart Service. This reaps overlapping regulations because, in the same area, there are two systems. The community in Patehan tend choice of using SI Warga Patehan because it is easier to manage their affairs. That makes the two of them ineffective thus that the Yogyakarta City government must be more assertive in responding to this matter.

The development of the SU Warga which are managed by the Yogyakarta City Government Administration and has carried out a joint socialization road tour with the Media Team of SI Warga, it is also an effort that should be appreciated. Still, there should be an evaluation and also the continuity of socialization to make the community more interested.

The implementation of the SI Warga Patehan is very unfortunate. If the Yogyakarta City Government has adopted it, and it has suffered a setback, meaning that the primary objective of providing effective and efficient services that is not suitable due to obstacles from the Yogyakarta City Government in strengthening the external SI Warga Patehan. The SI Warga Patehan, which has been running for three years, is quite optimal. However, it is miserable that in the Citizens General Assembly, there are still many people who do not understand the function of this application.

All forms of development of the nature of non-physical development in terms of the acceleration of the service must inevitably show constraints. Various obstacles have been mentioned in the previous discussion, how the barriers that occur in the resources and the limitations that arise in communication between institutions influence the success and quality of the SI Warga Patehan. Therefore, the support and response of the Government of Yogyakarta, public institutions, organization and the community will undoubtedly make this program as a solution in improving public services so that all forms of constraints can be resolved and to make it a public service program for other fields.

4. CONCLUSION

The problem in the SI Warga Patehan starting from lack of facilities to support SI Warga Patehan system and overlap from Patehan Village and Government City of Yogyakarta as a carrying capacity in SI Warga Patehan. The process of the SI Warga Patehan should be more effective with a good system but hampered, the SI Warga Patehan is one of tool of public service based on the application, but in implementation not able to be managed properly because of some constraints from support system Yogyakarta City Government. If not repaired immediately, the implementation of SI Warga Patehan is currently ineffective.

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