Assessing the Effectiveness of the Village Internet Program and Village Websites in Promoting Good Local Governance (GLG) and Electronic-Based Government Systems (SPBE) Through Administration and Governance Support

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Abstract. The primary objective of the present investigation is to assess the efficacy of the Village Internet Program and Village Websites, as instituted by the South Sumatra Governor, in fostering the advancement of Good Local Governance (GLG) and Electronic-Based Government Systems (SPBE) throughout the region. In order to provide a comprehensive evaluative framework, the Information Technology Acceptance Model (TAM), as formulated by Davis (1989), has been employed as a foundational structure. Within the scope of this research, an examination of several variables was undertaken, including Actual System Usage (ASU), Perceived Usefulness (PU) about the Village Internet and Village Websites, the Effectiveness and Efficiency of Village Governance and Administration (EE), as well as the Performance of village government institutions (PV) in the context of GLG and SPBE. To facilitate a robust analysis, a sample size of 101 village officials was selected, who completed an extensive questionnaire using the census method. Data analysis was subsequently executed utilizing the advanced techniques of Structural Equation Modeling (SEM) via the Lisrel Program. As a result of this methodical approach, the investigation's findings reveal significant insights. In a perion one year, both Actual System Usage (ASU) and Perceived Usefulness (PU) of the Village Internet and Village Websites have demonstrated a positive influence on the Effectiveness and Efficiency of Village Governance and Administration (EE), as well as the Performance of village government organizations (PV) in the successful implementation of GLG and SPBE. Importantly, these contributions have been observed to transpire through both direct and indirect pathways. This enhanced understanding of the relationship between the various factors investigated underscores the potential impact and value of the Village Internet Program and Village Websites in advancing the objectives of Good Local Governance (GLG) and Electronic-Based Government Systems (SPBE) within the South Sumatra region.

1 Introduction

Sharma's [1] study explored the use of Information and Communication Technology (ICT) among farmers in rural India. It demonstrated how the internet, computers, and website applications could provide farmers with vital agricultural information and services. This, in turn, leads to increased agricultural productivity, better price realization for farmers, and reduced transaction costs Similarlyin, Salam and Arman [2] investigated the utilization of ICT by fishermen in Bangladesh and con. They concluded a crucial role in facilitating access to various information and services. Despite the potential benefits of adopting ICT, the high cost of technology and the need for more technological infrastructure continue to pose significant barriers to its widespread use in developing countries [3].

Several ways in which rural communities utilize Information and Communication Technology (ICT) include the adoption of open-source software for operational activities [4], leveraging ICT for communication and networking between villages [5], establishing websites/blogs to disseminate information on local activities and expand outreach beyond regional boundaries [6], and utilizing information systems for public services, promoting the potential of the village, and socializing its development [7]. These ICT applications have the potential to enhance good governance and foster village independence, which are critical for the sustainable development of rural areas.

Praditya's [8] study focused on utilizing Information and Communication Technology (ICT) at the village government level to support community services. The study focused on Panjalu Village, one of the villages in West Answering, which has successfully integrated ICT into its village development activities. The research findings revealed that ICT had facilitated improved interaction between Panjalu Village and its community, particularly in disseminating news and information on ongoing development activities. This suggests that using ICT effectively can enhance communication and transparency in local government activities and promote community engagement in rural areas.

South Sumatra Province farmers vital agricultural information and service sembang as the Provincial Capital. The district and city governments have jurisdiction over the sub-district and village governments. South Sumatra Province includes 13 districts, four municipalities, 212 sub-districts, 354 sub-districts, and 2,589 villages, according to Permendagri Number 137 of 2017 [9]. To promote internet literacy among the public, the Provincial Government of South Sumatra has developed a website for villages and sub-districts in Regencies and Cities throughout the province. Furthermore, as part of its Smart Province management program, the South Sumatra Gove, nor issue (This study aims KPTS/ DISKOMINFO / 2019) designating villages and sub-districts to manage websites in Regencies and Cities in South Sumatra. Although the program has only been implemented for less than a year and has yet to be evaluated in the field, 170 vil-districts have been appointed based on this decree. The Webdesa portal of South Sumatra Province, which can be http://webdesa.sumselprov.go.id/ (Figs. 1 and 2), serves as

the main gateway for all sites and applications within the Provincial Government and functions as a one-stop-shop for residents.

This research endeavor sought to thoroughly assess the effectiveness of the village internet program and village websites initiative, as introduced by the South Sumatra Governor, in augmenting Good Local Governance (GLG) and Electronic Based Government Systems (SPBE) across the entire province. In order to achieve this objective, the study employed the information technology acceptance framework, as originally proposed by Davis in 1989.

The primary aim of this investigation was to evaluate the extent to which these technological interventions contributed to the improvement of local governance processes, promoting transparency, accountability, and overall performance within the region. By adopting the information technology acceptance approach, the researchers aimed to better understand the factors influencing user adoption and utilization of these digital

Fig. 1. Webdesa portal of South Sumatra Province.

Fig. 2. Illustration of village website: Tanjung Sirih Village Website, Lahat Regency.

platforms, ultimately leading to a more effective implementation of GLG and SPBE initiatives.

This scholarly examination, grounded in a rigorous methodological approach, is expected to provide valuable insights into the practical implications of these innovative, technology-driven strategies in fostering improved governance outcomes across South Sumatra. By critically evaluating the impacts of the village internet program and village websites, this research has the potential to offer significant contributions to the broader academic discourse surrounding the role of technology in promoting Good Local Governance and Electronic Based Government Systems.

2   Theoretical Foundation

The decentralization policy in villages has multiple objectives. One is to make the village government system more responsive to the needs of the community and official institutions. Another objective is to provide high-quality public services that prioritize the welfare of society. In order to enhance the welfare of the community, traditional and innovative methods should be consistently pursued. Policies and village regulatory objectives should focus on various aspects such as recognizing and respecting the existing diversity of the village, providing clarity on the status and legal certainty of villages, preserving and promoting customary law, encouraging village community initiatives, establishing a professional and transparent Village Government, services for villagers, enhancing the socio-cultural resilience of village communities, and promoting village community initiatives and participation. These objectives are stipulated in the Law Number 6 of 2014 concerning Villages.

3   Literature Review

3.1   Village and Village Administration

The legal characterization of a village is delineated by Villages Law No. 6 of 2014 [10], which establishes it as a distinct territorial unit of a community, endowed with the legal authority to manage state affairs and regulate the interests of the local populace, encompassing traditional and origin rights that are acknowledged within the national framework of the Unitary State Republic of Indonesia through community-driven initiatives. In contrast, village administration pertains to the execution of governmental affairs and the representation of local community interests within the broader national governance system of the Unitary State of the Republic of Indonesia.

The village government operates under the leadership of the village head, who is supported by an array of village officials in their administrative duties, as elucidated by Pratiwi and Pravasanti in 2020 [11]. This hierarchical structure facilitates the coordination and management of local affairs, ensuring that the unique needs and priorities of each village are addressed within the wider context of the Indonesian governance system. As such, the village government serves as a vital bridge between the local community and the overarching state apparatus, fostering a sense of cohesion and inclusivity within the diverse sociopolitical landscape of the nation.

By emphasizing the legal and administrative distinctions between villages and their respective governments, this explanation underscores the importance of understanding the unique characteristics and challenges faced by these local entities in order to effectively promote Good Local Governance (GLG) and Electronic-Based Government Systems (SPBE) within the context of the Unitary State Republic of Indonesia.

3.2   Public Service

Public service involves providing virtual goods, administrative services, or other services related to published ic interests to interests, groups, and legal entities. Public service officers typically offer these services and institutions, such as regional government-owned companies or local governments, wh. At the same time, recipients are citizens with the right to access them [12].

The government's role in providing public and administrative services is critical. In Indonesia, Law No. 25 of 2009 emphasizes the government's obligation to provide high-quality public services at the central and regional levels. As part of the decentralization process, the village government has been empowered to provide public services that are transparent, efficient, effective, and accountable. To fulfill this responsibility, the village government must comply with several requirements stipulated in Law No. 25 of 2009. These include developing service standards, issuing service notifications, employing qualified experts, and providing adequate infrastructure and facilities to support the delivery of public services [13].

3.3   Davis Model. F.D (1989) Regarding the Technology Acceptance Model

Iqbaria proposed that technology acceptance is influenced by how individuals or organizations perceive IT-based systems as a means to improve performance. To evaluate the acceptance of IT, the frequency of system usage, user satisfaction, and how duals or groups use the system can be examined. In line with Davis [14], six constructs are used to assess the degree of user acceptance of IT: external variables, perceived ease of use, perceived usefulness, attitude towards use, behavioral intention to use, and actual usage. These constructs are important indicators in understanding the acceptance of IT by users.

3.4   Actual Usage

In order to effectively gauge the level of technology acceptance, it is imperative to measure the actual system usage, as this encompasses the genuine behavior of individuals interacting with a system in authentic, real-world situations. This can be quantified by examining their observable psychomotor responses during the course of using the technology. As expounded by Davis [14], the assessment of technology acceptance can be conducted through the evaluation of six key constructs, which encompass external variables, perceived ease of use, perceived usefulness, attitude towards use, behavioral intention to use, and actual system usage.

The process of measuring actual system usage necessitates the documentation of both the frequency and duration of technology utilization, as Wibowo [15] noted. This allows

for a more comprehensive understanding of how users interact with the system and the extent to which the technology is integrated into their daily lives. Furthermore, Rigopoulos and Askounis [16] propose that the actual usage of technology can be assessed based on the frequency of technology use over a predetermined period, providing a reliable indicator of long-term adoption patterns and trends.

By rigorously examining the various dimensions of technology acceptance, researchers can obtain a more nuanced and comprehensive understanding of the factors contributing to successful adoption and implementation of technological solutions in different contexts. This, in turn, can inform the development of targeted interventions and strategies aimed at promoting the integration of innovative technologies in various sectors, including governance, education, and healthcare, ultimately leading to improved outcomes and greater efficiency across the board.

3.5   Usefulness

Perceived usefulness is the extent to which an individual believes using a specific system can improve their work and personal performance. In the context of village government organizations, motion and communication technology (ICT) can enhance their performance and achieve their goals more efficiently.

3.6   Effectiveness and Efficiency of Village Governance and Administration

This variable is used to assess the effectiveness of processes carried out by government institutions in producing results that meet the needs of the public while utilizing resources efficiently. Timely service delivery, such as adherence to service schedules and completion, speed, officers' proficiency in providing services to ensure error-free services, obtaining clear and concise information from officers, and officers working optimally with the support of information technology devices are all assessed on this variable.

3.7   Performance

The village government's performance is measured by various indicators such as quantity and quality of work, job knowledge, creativity, cooperation, and personal conclusion [17]. The utilization of information and communication technology (ICT), particularly the village internet and website, has been found to impact this governmental agency's performance positively.

3.8   Good Local Governance

The concept of good governance is defined as implementing principles that promote professionalism, transparency, accountability, democracy, efficiency, effectiveness, the rule of law, and universally accepted governance standards, according to Government Regulation Number 101 of 2000. Meanwhile, Law No. 6 of 2014 states that village governance must be based on legal certainty, orderly governance, public interest, openness,

proportionality, professionalism, accountability, effectiveness and efficiency, local wisdom, diversity, and participation principles. The use of information and communication technology in open and accountable government processes is crucial in providing current, effective, and efficient public services, which are essential for effective governance.

3.9 Electronic Based Government System (SPBE) or e-Government

Implementing the Electronic-Based Government Systems (SPBE), as mandated by President Regulation Ref. 95 of 2018, represents a new era of governance in Indonesia. The policy requires all government agencies to adopt technology for communication and information sharing to provide electronic-based services to users. The National SPBE architecture serves as a framework for building architecture in each agency to achieve an integrated SPBE that will harmonize government business processes and improve the overall performance of the government bureaucracy and public services. To achieve this integration, SPBE governance must be established, and tools must be created through SPBE architecture. The Master Plan for Information and Communication Technology of South Sumatra Province aims to develop SPBE from 2019 to 2024, with the village network set as the 2021 target and establishing a Village-Command Center as the 2022 target. Therefore, the successful implementation and widespread use of the village internet program and village website, along with their effectiveness and efficiency, will play a vital role in supporting the success of SPBE.

4 Development of the Research Model

4.1 The Association Between the Actual Utilization of the System and the Efficacy and Proficiency of Village Governance and Administration Processes

According to a study by Apriyansyah, Maullidina, and Purnomo [18], using the Village Information System (SID) has increased the effectiveness of the Dlingo Village Government in communicating information to the public, resulting in positive outcomes. Moreover, the Village Government Organizations received positive feedback from the community, indicating that the actual usage of the system is correlated with the efficiency and effectiveness of the government and village administration.

4.2 The Connection Between the Perceived Value of Village Internet and Village Websites and the Efficacy and Proficiency of Village Governance and Administrative Practices

Jogiyanto [19] highlights five primary functions of Information Technology Systems in organizations: efficiency, effectiveness, communication, collaboration, and competition. It follows that the perceived usefulness of village internet and websites are significantly associated with the efficiency and effectiveness of village governance and administration.

4.3 The Association Between the Efficacy and Efficiency of Village Governance and Administration and the Performance of Village Government Institutions in Advancing Good Local Governance (GLG) and Electronic-Based Government Systems (SPBE)

Kumar and Gulati [20] found through their research that there is a positive correlation between effectiveness and performance. Similarly, a study by Hanafy [21] revealed a positive relationship between efficiency and the performance of insurance companies in Greece. Lehmann, Warning, and Weigand [22], Tsai, Tsung-Yi, and Chung-Cheng [23], and Liao, C.-H Yang, and D. Liu [24] have also come to the same conclusion. Therefore, it can be inferred that there is a positive correlation between the effectiveness and efficiency of village governance and administration with the performance of village government organizations in GLG and SPBE.

5 Methodology

5.1 Population and Sample

The research targeted village officials who were responsible for managing village websites and received support for village internet and village web in several regions of South Sumatra Province, specifically in Lahat Regency (3 villages), Lubuk Linggau City (3 villages), Pagar Alam City (3 villages), and Banyuasin Regency (2 villages). Each village had around 14 officials, bringing the total population of the study to 154 officials. Out of the total population, a sample size of 101 village officials who completed and returned the questionnaire was selected using the census method.

5.2 Method of Collecting Data

The questionnaire was updated, and Table 1 presents the indicators used for each research variable.

5.3 Data Analysis Method

The data analysis in this study will involve the use of path analysis techniques, and the tests that will be conducted include:

1. Data Quality Test
   - Test Validity

     The validity of the data in this study was assessed through the item-to-total correlation method, which involves calculating the correlation between each item and the test's total score.
   - Trust Test

     The reliability test was performed to evaluate the stability and consistency of the measurement. Cronbach's Alpha was employed to assess the instrument's reliability, where a coefficient greater than 0.60 is deemed reliable, and a higher value close to 1 suggests a greater internal reliability consistency [30].

Table 1. Research Indicators.

No	Variable	Definition	Indicator
1	*Actual System Usage*	Actual system usage pertains to the real-world application of a system and can be determined by the frequency and duration of technology use [14]. Suppose individuals perceive a system as easy to use and capable of enhancing performance. In that case, they are more likely to feel content with utilizing it, which can be reflected in their actual usage [25].	– reality of utilization – rate of usage – length of the usage period
2	*Perceived Usefulness Village Internet and Village Website*	As defined by Davis, perceived usefulness refers to an individual's perception or belief that using a particular system or scheme will enhance their performance [26].	– accelerate tasks – boost efficiency – raise productivity – improve effectiveness – generate more output – convenient – helpful
3	Effectiveness and Efficiency of Village Governance and Administration	The utilization of this variable is to assess the effectiveness of the processes executed by governmental institutions in producing outputs that fulfill the community's demands while optimizing the utilization of accessible resources, as stated by Afriani and Wahid [27].	– Justice is served for the provision of services – Officers possess the capability to deliver services – Services are provided in a prompt manner – Staff maintain discipline and deliver services promptly
4	Performance of village government organizations in GLG and SPBE	Keban [28] defined organizational performance as accomplishing an institution's primary activities in achieving its goals and objectives. Meanwhile, Nasucha [29] stated that organizational performance refers to an organization's overall effectiveness in meeting the needs of each group through systematic efforts while enhancing the organization's ability to achieve its goals effectively and continuously.	– Volume of tasks – Quality of work – Working expertise – Innovation – Collaboration – The quality of the village's organizational structure

2. Descriptive Analysis

The descriptive analysis in this research aims to present a comprehensive overview of the respondents' profiles. The statistical software application, SPSS version 23, will facilitate the analysis (see Table 2).

3. Path Analysis

In order to build structural equations, the following guidelines can be utilized:
Endogenous Variables = Exogenous Variables + Endogenous Variables + Errors.
This research used the Lisrel Program to conduct Structural Equation Modeling (SEM) analysis. Path analysis was performed to assess the model's feasibility. A research model that is widely accepted should have a good fit. As cited in Ferdinand

Table 2. The goodness of fit index index model.

Goodness of Fit Index	Cut-of Value
X^2-Chi-square	Expected to besmall
Significancy Probability	≥ 0.05
RMSEA	≤ 0.08
GFI	0–1
AGFI	≥ 0.90
CMIN/DF	≥ 3.00
TLI	≥ 0.95
CFI	0–1

[31], Hulland et al. stated that several fitness indices and their corresponding cut-off values are used to evaluate whether a model is appropriate or requires revision.

4. The Adjusted R2 Coefficient will be Utilized in this Research

A statistical measure ranging from 0 to 1. A higher adjusted R^2 value closer to 1 indicates that the independent variables included in the model can better explain the variability of the dependent variable. This means that the model is more reliable in predicting the behavior of the dependent variable based on the included independent variables [30].

5. Feasibility Model (F-Statistic Test)

The criteria for acceptance in this study will be established below 0.05. The alternative hypothesis is accepted when the p-value is less than 0.05, demonstrating that the regression model is suitable for this study.

6. Significant Individual Parameters (T-Test Statistics)

The determination of whether to accept or reject a hypothesis in this study is based on the significance level set at below 0.05. If the p-value is less than 0.05, the alternative hypothesis will be accepted, which suggests that the independent variables that significantly affect the dependent variable can be considered significant [30].

5.4 Research Hypothesis

The study proposes the following hypotheses:

- H1: The efficiency and effectiveness of Village Governance and Administration are positively and significantly impacted by Actual System Usage.
- H2: The efficiency and effectiveness of Village Governance and Administration are positively and significantly impacted by the Perceived Usefulness of the Village Internet and Village Website.
- H3: The performance of village government organizations in promoting GLG and SPBE is positively and significantly impacted by the efficiency and effectiveness of Village Governance and Administration.

This section presents a comprehensive explanation of all variables that support the performance of GLG and SPBE (see Fig. 3).
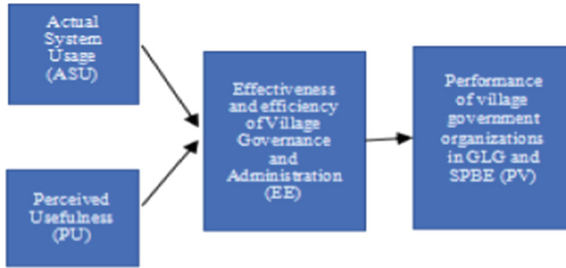
Fig. 3. Framework for thinking.

Table 3. Characteristics of respondents.

Information	Characteristic	Total	Percentage
Sex	Male	79	78.22
	Female	88	21.78
Last Education	S1	20	19.80
	Diploma	35	34.65
	Senior High Schoolar Equivalent	46	45.54
Position	Section Chief (Kasi)	76	75.25
	Treasure	8	7.921
	Village Chief (Kadus)	12	11.88
	Village Secretary (Sekdes)	5	4.93

6 Research Findings and Discussion

6.1 Description of Respondents

The following is a description of the respondent's description based on sex, last education, and position.

The findings presented in Table 3 indicate that the majority of the participants in this study were male, constituting 78.22% of the sample. The most general educational level among the officials was senior high school or equivalent, with 45.54% of the participants having this background. In addition, the largest number of completed research questionnaires were provided by Section Heads (Kasi), comprising 75.25% of the sample.

6.2 Path Analysis

Additional analyses were performed to examine the practicality and statistical significance of the model. A Goodness of Fit (GOF) test was conducted using LISREL software to evaluate the overall feasibility of the Full Model. The GOF test was based on the criteria presented in the Table 4 for Goodness of Fit Index (GFI), which is used to assess the

degree to which the observed variance-covariance matrix corresponds to the reproduced matrix based on the model:

The Fig. 4 depicts t-value-based path analysis:

The results of the Path Analysis based on t-values show that all variables in the Path Analysis Model have a significant impact at a 0.05% level, as shown in Fig. 4. The Path Analysis Model, based on the loading standards, is presented in Fig. 5:

Sub-Structural Equation: $R = 0.29 * P + 0.25 * Q$

Structural Equation: $Y = 0.67 * R$

Table 4. Goodness of fit index.

| No	Goodness of Fit Index	Value	Cut off Value	Criteria	Information
1	Chi-Square	10.44	$<\alpha.df$	Good Fit	Marginal Fit
	Probability	0.0054	>0.05 0.01–0.05	Marginal Fit	
2	RMSEA	0.21	≤ 0.08 0.08–0.10	Good Fit Marginal Fit	Marginal Fit
3	NFI	0.94	≥ 0.90 0.80–0.89	Good Fit Marginal Fit	Good Fit
4	NNFI	0.88	≥ 0.90 0.80–0.89	Good Fit Marginal Fit	Marginal Fit
5	CFI	0.95	≥ 0.90 0.80–0.89	Good Fit Marginal Fit	Good Fit
6	IFI	0.96	≥ 0.90 0.80–0.89	Good Fit Marginal Fit	Good Fit
7	RMR	0.015	≤ 0.05 0.05–0.10	Good Fit Marginal Fit	Good Fit
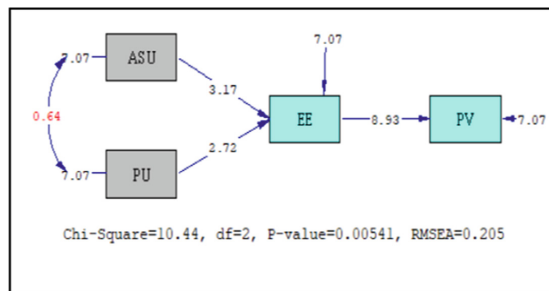
Fig. 4. Path analysis results based on t-value.
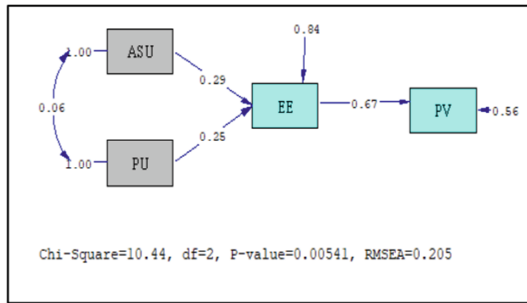
Fig. 5. Path analysis results based on standardized solution.

Table 5. Direct influence.

	ASU	PU	EE
EE	0.29	0.25	
PV			0.67

6.3   Direct and Indirect Effect Analysis

Direct Influence. The results of calculating the direct effect of Lisrel are as follows:

Based on the results presented in Table 5, it can be inferred that the variables of ASU and PU have a considerable and affirmative impact on the EE variable. The direct positive effect of the ASU variable on the EE variable is 0.29, while the PU variable has a direct positive effect of 0.25 on the EE variable. Notably, the EE variable has a direct positive impact of 0.67 on the PV variable. These findings suggest that the effectiveness and efficiency (EE) variable is influenced by both ASU and PU, which affect the PV variable. It is also worth mentioning that the effect of the ASU variable on the EE variable is more significant than that of the PU variable.

Indirect Influence. The results of calculating the indirect effect of Lisrel are as follows:

The data presented in Table 6 indicates that the indirect impact of the ASU variable on the EE variable for PV is 0.194. In contrast, the indirect impact of the PU variable on the EE variable for PV is 0.168. This implies that both ASU and PU variables have a positive and significant indirect influence on the EE variable, with ASU being the dominant factor. The results of this study demonstrate that the implementation of village internet and village websites has significantly enhanced the efficiency and effectiveness

Table 6. Indirect influence.

	ASU	PU	EE
EE			
PV	0,194	0,168	

of Village Governance and Administration (EE) and the performance of village govern-ment organizations in promoting GLG and SPBE in less than a year. These outcomes align with previous studies on the acceptance of technology, program effectiveness and efficiency, and program performance.

7   Conclusion

The outcomes of this scholarly investigation reveal that the employment of the Village Internet Program and Village Website exerts a considerable and noteworthy positive impact on both Actual System Usage (ASU) and Perceived Usefulness (PU), as evalu-ated by employing the Technology Acceptance Model (TAM) approach. As a direct consequence of this positive relationship, the efficiency of Village Governance and Administration (EE) experiences a marked enhancement, and the overall performance of village government organizations (PV) in the pursuit of promoting Good Local Gover-nance (GLG) and Electronic-Based Government Systems (SPBE) witnesses a substantial improvement.

These findings suggest that the adoption and implementation of these digital initia-tives have played a crucial role in not only facilitating the actual usage of the systems but also in shaping the perceptions of their usefulness among the target population. By fostering an environment in which the local populace perceives these tools as valuable and effective, the study highlights the potential for technology-driven interventions to bring about transformative changes in governance processes at the village level.

The results of this research, therefore, offer significant insights into the potential long-term benefits associated with the integration of the Village Internet Program and Village Website in rural communities. By demonstrating the positive impact on both the actual utilization and perceived value of these digital platforms, this study provides a strong foundation for future research and policy initiatives aimed at leveraging technology to advance Good Local Governance and Electronic-Based Government Systems.

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