Village Digitalization Through *the E Office* Application in Jati Endah Village, Cilengkrang District, Bandung Regency in 2023

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Abstract. This research is about Village Digitalization through eoffice Applications in Jati Endah Village, Cilengkrang District, Bandung Regency, West Java Province, it is based on that to realize good governance and clean from KKN practices, then agile (agile) at this time the transformation of services and the use of Technology and Information must be a necessity, *e-government* which is a tool for digital-based public services that is adopted and even applied by the government, as an effort to increase the effectiveness and efficiency of government services (Presidential Decree 132 of 2022). The successful aspect *of e-government is an important factor in the village digitization process, so this research was conducted with a theoretical approach to the success elements* of e-government development according to the results of studies and research from Harvard JFK School of Government in Indrajit (2004: 15).

The research method used is a qualitative approach, for data collection techniques through interviews with information who understand research problems, then literature studies and information are determined through purposive techniques, while for data analysis using the Miles and Huberman model and for data validity is carried out through source triangulation and data triangulation.

The results showed that Village Digitalization through eoffice in Jati Endah Village in the element of support was well implemented, this was manifested in adequate budget allocation, prioritizing policies and regulations that support digitalization, and building appropriate technology infrastructure. In the capacity element (capacity) the village government must have an apparatus that has the ability and expertise in operating and able to maintain the e office system, there needs to be synergy with other government agencies to optimize the use of information technology in public services. In the Value element (value) of eoffice that is applied has not impacted its benefits as a tool to assist the community in the provision of public services, eoffice is only limited to use for the purposes of digital correspondence, namely affixing a barcode signature of the Village Head. In addition to these elements, there are elements of willingness and local culture elements found from the research that has been carried out, namely in the form of no public awareness to support the implementation of electronic-based government and Some people in Jati Endah Village are not fully computer and internet literate, this is due to the culture of people who prefer manual methods rather than using electronic media in doing various jobs.

Therefore, it is recommended to improve the competence of digital human resources, the improvement of the eoffice application to be used as a tool for public services to be more effective and efficient, and the synergy between the village government and other related elements will ensure the smooth and sustainable digitalization of eoffice.

Keywords: Village Digitalization*, E-government, E-Office*.

1   INTRODUCTION

The development of information technology will eventually change the organizational structure and social relations. Changes began to be made towards democratic, transparent, and accountable governance so that good governance would be created. The use of information technology is important in government organizations, such as e-government, where the government seeks to improve services to the community in a simpler, faster, cheaper, and more effective way. With the digitalization of e-government through e-office applications, it is expected to increase the efficiency and effectiveness of services in villages. This is because e-office applications can help speed up the administrative process and facilitate access to information for the public. Village digitalization through e-office applications can also increase community participation in the village development process. It also makes it easier for the community to access information about village development programs and provide input or suggestions to the village government.

The essence of implementing e-government is to provide government services to the community. The implementation of e-government in Indonesia was introduced in 2001 through Presidential Instruction Number 6 of 2001 concerning Telecommunications, Media and Information Technology which states that government officials should use e-government technology. Next is Presidential Instruction Number 3 of 2003 concerning the National Policy and Strategy for Electronic Government Development which clearly states that the development of e-government is an effort to develop the main administration based on e-based government , to improve the quality of government administration effectively. public services. and efficiency [1]. Thanks to the development of electronic management, management systems and work processes in the government environment can be organized by optimizing the use of information technology [2]. In 2006, the Government through Presidential Decree Number 20 of 2006 established the National Council of Information and Communication Technology, one of the tasks of this Council is to accelerate the process of electronic governance [3].

The Bandung Regency Government, especially in the regional scope, namely in Jati Endah Village, Cilengkrang District, in its administration has implemented e-government. Related to Presidential Instruction Number 3 of 2003, the implementation of e-government in Bandung Regency and stated in its fourth mission, namely optimizing good governance. The realization of good governance requires support from both the government and the community as well as openness to information that can contribute to regional development that can be accessed by all parties who need it. Efforts to realize good governance in providing services to the community are very important, this is related to security and order to further ensure the achievement of public welfare [4]. A

professional apparatus ensures the efficiency of government and ensures the achieve-ment of good public services. To realize good governance must be supported by a spirit of openness, some of which can be achieved through the implementation of e-govern-ment.

2   LITERATURE REVIEW

2.1   Good Governance

The World Bank defines good governance as a form of power possessed in managing various human, social and economic resources to achieve community development ac-tivities [5]. Then, according to UNDP (United Nations Development Program) defines it as a form of application of authority to manage various affairs of State administration both administrative, political and economic at each level domain [6]. Good governance is defined as the implementation of democratic governance and being able to properly manage various economic and social resources for the greatest prosperity of the Indo-nesian people, based on the principles of consideration and consensus. Meanwhile, its manifestation in Indonesia is by implementing clean and authoritarian governance, ef-ficiency and effectiveness, responsiveness and accountability, acting and defending the interests of the people and being able to maintain a harmonious partnership through a dynamic and constructive interaction process between the government, society and var-ious interest groups in Indonesian social life [7].

Good governance certainly has principles, namely participation, rule of law, transparency, quick responsiveness or care for stakeholders, building consensus, equal-ity, effective and efficient, responsible or accountable, strategic vision. To realize this principle, of course, support from accommodating institutional structures, professional apparatus resources, and responsive and adaptive management is needed. Thus, coor-dination and synchronization are very important for the implementation of synergistic and optimal development [8].

2.2   Electronic Government

Electronic Government or E-government is the use of information and communication technology (ICT) to increase efficiency, effectiveness, and transparency of public ser-vices and increase public participation in the development process [9].

The World Bank defines e-government as follows: E-government involves the use of information technology (such as wide-area networks, the Internet, and mobile com-puting) by government organizations to build relationships with citizens, businesses, and other organizations, as well as other government officials. Based on the understand-ing of e-government from experts, it seems that e-government is synonymous with the use of information and communication technology. It can also be said that e-govern-ment is the use of information and communication technology by government agencies in government operations to improve operational efficiency and relations between the government and other parties.

The impact obtained from the existence of e-government can be seen from two aspects, namely internal and external aspects. These internal benefits are the advantages obtained by institutions or institutions that apply the concept of e-government such as; increased communication network relationships with other parties and / or departments, increased effectiveness and efficiency of service delivery, availability and delivery of services and / or information that is easier to reach and faster and pocket-friendly, increased transparency over existing work controls, Accountability of implementation carried out by certain institutions which, in this case the government, is the latest source of income for the government.

This external benefit is a form of benefit obtained by other parties (public, private and business) with the application of the e-government concept carried out such as; The general public can get services with low administrative costs, quickly and easily, the availability of information about policies, potentials, regions and so on that can be accessed knows no time, there is ease for the community to participate through polls conducted by the government. This is certainly in line with Presidential Instruction No. 3 of 2003 concerning the development of e-government as an effort to develop electronic-based government so that it can also improve the quality of service for the community [10]. It is hoped that the development of e-government will be carried out by structuring the management system and work processes in the government by optimizing the use of information technology.

2.3   E-government *Development*

The development of e-government in the scope of government, especially in the scope of regional or village government, is a necessary thing [9]. This is in line with the results of studies and research from Harvard JFK School of Government, to apply the concept of digitalization to the public sector, there are three elements of success that must be owned and considered. Each of these elements is:

1. Support that supports such as Political Will, the extent of support from the Jati Endah Village Government in developing e- government, Continuity, sustainability of application e-government in Jati Endah Village which includes planning e-government in Jati Endah Village in the future, socialization is the knowledge of the village government in socializing development e-government This is to the people within his government.

2. Capacity as a form of the ability or capacity of the Jati Endah Village government in realizing e-government includes; Human resources who are competent and have expertise in managing and accessing information technology in order to apply e-government in accordance with expectations, Financial resources to know the budget set and how it is allocated in developing e-government, Infrastructure is intended for the availability of valuable technological infrastructure to achieve benefits for the community within the scope of the Jati Endah Village government area.

3. Value seen as an advantage gained by development e-government That, especially the benefits that will be obtained by the community e-government.

In the development of e-government, there are fundamental things that will support the implementation or failure of activities to be carried out such as Local Culture or local culture that affects the application of e-government related to the ability to socialize electronic transactions. Likewise, the readiness of the user community, where the relationship with the community's ability to use the service facilities contained in the implementation of e-government. The role of the community is very influential in achieving the successful implementation of e-government [11].

Development implementation timeframe e-government Each government institution refers to the phasing of development nationally, but it varies according to existing conditions. Phasing in the application of development e-government It follows the following levels, among others; level of preparation, level of maturation, level of stabilization, level of utilization.

2.4   Village Digitalization through E-Office Development in Jati Endah Village, Cilengkrang District, Bandung Regency

Village digitalization in Jati Endah Village refers to the Bandung Regency Regent Regulation (PERBUP) Number 16 of 2016 concerning General Policy for the Implementation of e-government or e-office within the Bandung Regency Government [12]. The policy is then interpreted with the realization of the use of information and communication technology (ICT) to increase the efficiency, effectiveness, and transparency of public services and increase community participation in the development process at the village level. In order to analyze more deeply the empirical conditions, the author tries to provide an overview of the elements of e-government development in Jati Endah Village as follows:

a) Support

Support is one of the important elements determining success in implementing e-government in the form of support for the implementation of e-government, consisting of:

1. Political Will

Political will is the government's support to actually implement e-government. Without political will, it is impossible for the development process and e-government development in the Jati Endah Village Government to run well. The support of political will is proof of the government's seriousness in implementing e-government. In the implementation of e-government in Village Government, the laws and regulations used as a basis are:

• Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development

• Presidential Decree Number 20 of 2006 concerning the National Information and Communication Technology Council.

• Law Number 11 of 2008 concerning Electronic Information and Transactions.

• Law Number 14 of 2008 concerning Public Information Openness

• Bandung Regency Regent Regulation (PERBUP) Number 16 of 2016 concerning General Policy for Implementation e-government in Bandung Regency Government Environment.

Various regulations used in the implementation of e-government in the Jati Endah Village Government look less strong and the content is less detailed in the application of e-government, this is evident from the constraints of various budget procurements, infrastructure facilities and human resources in the context of implementing e-government so that the implementation of e-government in the Jati Endah Village Government has not been optimal.

2. Socialization

The government needs to socialize the implementation of e-government so that people know and enjoy electronic-based government services. Socialization carried out by the Jati Endah village government in introducing e-government has been carried out to the internal village apparatus, but socialization by bringing together directly between the government and the community has never been carried out, so the community as website users do not know and enjoy the village government services.

3. Continuity

Continuity is a continuation of the implementation of e-government in the Jati Endah Village Government. The development of e-government in Jati Endah Village Government is focused on integrating all other financial information in Jati Endah Village in one portal so that the dissemination of data and information can be coordinated with one existing server, so that the community as service users will be more easily connected and well served.

Based on these empirical results, it can be said that the support element has been well implemented, this is manifested in adequate budget allocation, prioritizing policies and regulations that support digitalization, and building appropriate technology infrastructure.

b) Capacity

The implementation of e-government is greatly influenced by how much the capacity of the local government in realizing e-government. The capabilities that influence the implementation of e-government in Jati Endah Village Government are human resources, financial resources, and infrastructure availability.

1. Human Resources

The availability of human resources or employees in Jati Endah Village as an element responsible for managing e-government is still limited. Employees who master IT and have competence in the IT field are still very few. In the development of the official website, human resources in quantity and quality are still very limited.

2. Financial Resources

Financial resources are one of the most important things in supporting the successful implementation of e-government in a region. Financial resources are needed to support the availability of other resources, such as information technology infrastructure and human resources for employee training, adding and maintaining equipment and other costs. Financial resources in the implementation of e-government in the Jati Endah Village Government only come from Village Funds in the form of platforms and there is no significant increase in budget every year, so the amount of budget is still limited and there is no cooperation with private parties / other stakeholders.

3. Information Technology Infrastructure

Without a supporting infrastructure, it is impossible for an electronic-based government to be realized. Infrastructure in the implementation of e-government in the Jati Endah Village Government is developing and increasing quite well every year, because it has been connected internally within the scope of Bandung Regency, although in its implementation it also experiences several obstacles of natural factors and technical obstacles and in its maintenance, such as equipment damage or shifting of the steering antenna caused by weather factors.

Based on these empirical results, it can be said that the capacity element must have an apparatus that has the ability and expertise in operating and is able to maintain the e office system, there needs to be synergy with other government agencies to optimize the use of information technology in public services.

c) Value

The benefits obtained by the Jati Endah Village Government after the implementation of e-government include: increasing the efficiency and operational effectiveness of government implementation in providing services to the community and stakeholders. Through the official website of the Village Government, the government can increase transparency in order to realize good governance within the Jati Endah Village Government

The benefits obtained by the private sector and the community as users and are the object of implementing electronic-based government include: through the official website of the village government, private parties and the community get various information about Jati Endah Village easily and quickly, and can communicate with the Government by providing criticism, suggestions and questions to the Government without having to come to the place through the facilities available on the website, So that the public can also control the performance of the government.

Based on the empirical results, it can be said that the value element of e-office that is applied has not had an impact on its benefits as a tool to help the community in providing public services, eoffice is only limited to use for the purposes of digital correspondence, namely affixing a barcode signature to the Village Head.

d) Willingness

Willingness or public willingness is one element of the success of e-government, because the community as the object of the implementation of electronic-based government, without the support of the community, the implementation of e-government itself will not succeed. In the implementation of e-government in the Jati Endah Village Government, there is no public awareness to support the implementation of electronic-based government, as evidenced by some people who gave statements that they did not know or had never visited the official website of the Jati Endah Village Government because they rarely accessed the internet.

e) Local Culture

The latter element in development e-government is a local culture. The culture that exists in the community is another important factor that influences people's views on information technology, thus affecting the community's ability to use application e-government in an area. Some people in Jati Endah Village are not fully computer and internet literate, this is due to the culture of people who prefer manual methods rather

than using electronic media in doing various jobs, especially in older people who tend to be comfortable using manual methods, therefore there is no desire to learn computers or the internet.

3   CONCLUSION

Electronic Government is the use of information technology for government services to the public. The development of e-government is an effort to develop electronic-based government administration in order to improve the quality of public services effectively and efficiently. The successful aspect of e-government is an important factor in the Village digitization process. This concept involves the active participation of village governments and communities in the use of information technology. In this regard, the village government must provide strong support in terms of planning, implementing, and maintaining the e-office system. Understanding from the community is also needed to optimize the use of existing technology. The implementation of e-government in Jati Endah Village is managed by the Village Government IT Sector as an element responsible for the development and development of e-government in Jati Endah Village as a form of village digitalization. However, empirical conditions in the field show that in Jati Endah Village the implementation of e-government as a whole has been implemented and needs to be maximized, this is researched and identified in discussions that have been carried out through the extent of the implementation of successful elements of e-government development consisting of support, capacity, value, willingnes and local culture.

3.1   SUGGESTION

Referring to the results of the analysis that has been carried out, researchers argue that in Jati Endah Village it is necessary to improve the competence of digital human resources, the improvement of e-office applications to be used as tools for public services to be more effective and efficient, and the synergy between the village government and other related elements will ensure the smooth and sustainable digitalization of e-office.

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