The Study of E-Government Implementation in Rural Area

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Abstract: This paper aims to evaluate how e-government implementation held in a rural area. The rapid development of information and technology has changed all aspects of our life. It gives impact on the issues of politic and democracy itself. E-government becomes a new way of serving people in terms of advocacy and connecting between the government and its public. In contrast, not every place has a proper implementation of e-government especially in a rural area where the internet connection does not seem to be better than in urban area. However, the public needs the good quality of governance. Good governance will bring a better performance in public services, specifically in the digital era. Hence, a research of e-government implementation needs to be done in a rural area in order to encourage the implementation of e-government quality concept. This study uses a qualitative approach with a descriptive case study and open interview as one of data collection techniques. The study took place in Karangsari Village, Kulon Progo, Special Region of Yogyakarta as the implementation of e-government in rural areas in Indonesia. The result shows that the e-government implementation in Karangsari Village is still occupying the first stage, preparation level. Furthermore, the improvement process is still running as well.

1 INTRODUCTION

As a developing country, Indonesia has a huge potential in implementing e-government. Based on the Indonesian Internet Services Providers Association (APJII), more than 50% or 143 million people out of 262 million Indonesian people have connected to the internet along 2017. The internet users are mostly living in urban areas. They do not only use the internet to communicate, but they also buy goods, book transportation, and do the business. One thing that can be applied is to optimize the use of internet as a tool for the government to serve good governance.

The issue of good governance begins after the reformation era by leadership replacement in government. Changing in the leadership and the development of information technology has opened spaces for public democracy. Today's people can convey their aspirations or voices in both the general election and the new media channels. The administration of good governance enables the people to get involved into the governance process.

E-governance, meaning 'electronic governance' is using information and communication technologies (ICTs) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance. It is part of the advancement of communication technology in order to bring better services from government to public. Thus, communication technology refers to any types of equipment or programs that are used to process and convey messages.

Governance implies the processes of the institution, both formal and informal, that guide and restrain the collective activities of a group or community. However, governance does not need necessarily be conducted exclusively by governments. Other institutions like private firms, associations of firms, nongovernmental organizations (NGOs), and associations of NGOs all engage in it, often in association with governmental bodies, to create governance; sometimes without governmental authority. It suggests that e-governance need not be limited to the public sector. It implies managing and administering policies and procedures in the private sector as well (Palvia, 2007).

If we look at the regulation, the government of Indonesia has issued several policies related to e-

government. It is called the Presidential Instruction number 3 year 2003 in which saying about (a) development of a reliable and trustworthy services and affordable by the public, (b) restructuring of management systems and work processes of central and regional governments holistically, (c) optimal utilization of information technology, (d) participation improvement of the business sectors and development of ICT industries, (e) development of human resources in the government offices and improving literacy of communities, (f) Development of e-government by systematic approach which realistic and measurable stages (Rokhman, 2011).

However, the implementation of e-government in Indonesia had shown unsuccessful. Based on the survey held by United Nations namely E-Government Development Index in 2014, Indonesia ranked number 106 out of 193 in the world in adapting digital-based government. It is getting worse because in 2016 Indonesia ranked number 116. Indonesia is behind other countries in Southeast Asia. It might be caused by the uneven implementation of e-government in Indonesia, where only some big cities had successfully applied e-government. Besides, people in government have to adapt with new technology significantly.

The problems happen especially in village governance. For instance; incompetence of human resources in village government, limited number of village government stuff, and the understanding of village government staff about their jobs and functions. Sulismadi (2016) had discovered that the village government was attempting to resolve these problems by applying e-government concept to help implementing village governance. In the beginning, this concept was successful, but in practice, the concept failed due to the lack of human resources in information and technology field and the limited operational budget.

E-government as part of communication technology needs to be developed immediately in order to build good governance. E-government would bring an open information system where people can get real-time updates about the government and society. This would also bring easiness for the government controlling and monitoring their people's problems as well as accommodating the voices. Furthermore, it helps government run the administration in an effective and efficient way.

1.2 Information and Communication Technology

Utilization of information technology in government organization can be defined as a structure of relationships and processes that direct and regulate the organization in order to achieve its objectives, by providing added value from the use of information technology while balancing risk compared with the results given by information technology and process (Malik and Noning Verawati, 2016).

1.3 E-Government

E-government is a government program as an effort to develop the implementation of electronic-based governance and do the transformation to facilitate community activities and businesses (Malik and Noning Verawati, 2016). Meanwhile, another expert defines e-government as a means which is capable of bridging the communication between the government and the society through the utilization of computer and internet (Wibowo, *et al.* 2014).

Through the development of e-government, the government expects to do the structuring of management and work processes within the government and the government of the autonomous regions by optimizing the use of information technology and communications (Malik and Noning Verawati, 2016).

The Indonesian government already has a roadmap for dealing with e-government which is composed of five phases; preparation, stage appearance, stage action, participation phase, and phase transformation (Hermana and Silfianti, 2011).

2 METHODS

This study uses a qualitative approach with a descriptive case study and open interview as one of data collection techniques. The study took place in Karangsari Village, Kulon Progo, Special Region of Yogyakarta as the implementation of e-government in rural areas in Indonesia.

The descriptive research technique was used to interpret systematically the process that is happening. This technique gathered information, data, facts related with the implementation of e-government in Karangsari Village, Kulon Progo, Special Region of Yogyakarta.

Data were collected by direct observation (primary data). We also gathered data from Oorth, a community-based social media startup that is collaborating with the government to develop Karangsari Village. Secondary data was also used in order to assess deeper information from news portal, journals, magazines, articles, and other literature which focuses on this research.

3   RESULTS AND DISCUSSIONS

3.1 Karangsari Village

Karangsari Village was located in Pengasih, Kulon Progo, Special District of Yogyakarta. It is about one-hour journey to the southwest from Yogyakarta City. Most of the people there are farmer, breeder, or becoming an employee of a company in the city.

The number of populations in Karangsari Village is approximately 15,000 people. It divided into 12 *dukuh,* a group of neighborhoods. Each *dukuh* has their own leader under the Head of Village.

3.2 E-Government in Karangsari

Karangsari Village had struggled several things to implement e-government system. This village even became the first and the pilot project for the e-government system in Kulon Progo, Special District of Yogyakarta. The government staff had started to facilitate people with a proper internet connection. They provide free WIFI access in some public spaces like the village office, public schools, and Head of Village's house. In order to reach out the internet connection which more accessible for everyone, the government also set WIFI in each *dukuh*'s houses, 12 *dukuh* in total. This has been started by the beginning of this year in 2018.

Ari Wibowo as Village Secretary explained that the government initiated to provide the internet connection using its village budget independently. It aims to build a digital village in Karangsari in which started by proving facilities there. The village then selected as a sample or pilot project of a digital village in Kulon Progo.

He then continued to explain that implementing e-government system would not be an easy way. They got some problems in optimizing and transforming from conventional into digital ones. For example the human resources are incompetence in adapting with advanced technology. They need to learn about operating information and communication technology slowly. Then, government staff did not really understand about their jobs and function. So far, the system is not hundred percent use online technology.

What they have done so far is making administration things into online. It differs a few years back when people should come to the village office to request some administrative letter. People just need to visit the head of *dukuh* and request the documents (like Indonesia's identity card, birth certificate, marriage certificate and so on) they need now. Then the head of *dukuh* will input all the data by online reported to the village officer.

3.2.1 E-Budget

Sumanto as Head of Finance and Planning in Karangsari Village explained about the problems that they face in the village. He knew the village has an objective to build a digital village. In order to do so, his department has made Google Drive account to collect and gather financial documents so that everyone can access and control the progress. It was first taught by students from Universitas Gadjah Mada who were having community service programs. Previously they did it all manually. Karangsari Village is now planning to make everything in digital, from data input until reported to the people to create transparency in the government process.

3.2.2 Information Access

There are several channels for people who want to get informed about the programs or any updates regarding the village. Firstly, the government had opened the website (karangsari.pengasih.kulonprogokab.go.id) providing information. In fact, the website is not updated and people do not know the existence of the website, even those young people. Secondly,

the young people initiated to make an Instagram account (only several *dukuh)* to give news and updates about the village (for instance @josutan_corner). Third, people can connect with others within the WhatsApp group. Thus, the advancement of information technology has made the government administration become faster and more convenient to get the information.

3.2.3 Developing Digital Village

In order to develop and implement digital village as one of the goals of Karangsari Village, the government open partnership with the private sector. It showed that they are running a partnership with Oorth, a community-based social media from Solo, Indonesia. This partnership has started since May 2018.

It was initiated by Ari Wibowo (Village Secretary) who thought that the village needs support to develop it. The scope of the partnership is about developing a digital village and e-government. They are preparing to maintain the e-government system to make easier administration for both the government and the public.

4   CONCLUSIONS

From the discussion above, we can conclude that the e-government process in Karangsari Village has come into an action phase. It is flagged that the local government has settled infrastructure in developing and supporting the e-government. They have become the pilot project in Kulon Progo, Special District of Yogyakarta. The people and government have realized the same vision to build e-government as part of the digital village. Furthermore, although they face a lot of things, they build more partnership in implementing e-government system in order to ease human life.

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