

Platform For E – Government On Village Websites

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Abstract

The goal of this project is to better understand how village governments in Mandonga District may be made more accountable, transparent, effective, and efficient by implementing a web-based system through information and communication technology. The direct data source for this study is a natural environment and a qualitative methodology. This is due to the fact that a qualitative approach might disclose a variety of actual facts and circumstances. A variety of techniques are used by researchers to gather data, such as documentation, interviews, observation, and triangulation. According to research conducted in Kendari City's Mandonga District, e-government has not been used effectively, nor has it made use of policy expectations regarding the use of information, technology, and communication for the village government's efficacy, accountability, transparency, and efficiency. The Mandonga District village government system still relies on manual processes for providing public services; it has not adopted modern technology, including village websites. Services are sluggish and still trailing behind the present trend towards electronic governance because the system is still operated manually.

Keywords: Public Services, Technology Policy, E-Government

Introduction

Whether village operations are conducted manually or electronically, the village government must be able to freely communicate public policies linked to village activities to the community. The village government must keep up with current developments when implementing services to the community. The government is expected to be able to innovate and create new initiatives to optimize government affairs related to community needs, programs, financial management, forms of village cooperation, village structure, and all programs that the public, in particular the residents of each village area, needs to be aware of.

That information and communication technology has advantages in e-government, including the capacity to enhance services, aid in the development of economic policy, boost productivity, foster greater public trust in the government, assist in the implementation of specific policies, and assist in the creation of policy (Jopang, 2022).

The Kulon Progo government has implemented e-government, which has improved online-based public services effectively and efficiently, according to several studies that have been conducted as research results (Sugandi, 2021). However, the research results indicate that the Kulon Progo government is not making enough use of this technology. applications already in use, making the e-government rollout ineffective.

This study also demonstrates that, in order for businesses to successfully provide online services to the public, they must identify the many types of infrastructure barriers that may affect the adoption of e-government services (Jopang et al., 2021).

Concerning the issue in Mandonga District, based on observations and observations, every village government has tried to operate an electronic-based government system through the use of a website to facilitate the operation of the government system in terms of public services and the public dissemination of information pertaining to all village activities. However, this system is no longer in operation, and many people are still unaware of its existence.

The lack of socialization efforts made by the village government, the implementer's inadequate education to support system use, making it difficult to utilize existing technology, the lack of support or encouragement from the leadership—in this case, the village head—to improve electronic-based government, the difficulty some villages still have connecting to the internet, the lack of confirmation from the regional government regarding the village government's implementation of electronic government, and the village government's failure to renew or pay for the domain are the reasons behind the village website.

Consequently, an adequate study was done in this research to see how e-government is being implemented in the Mandonga District Village Government of Kendari City. The village administration in the Mandonga District region is, of course, the main subject of this study. Mandonga District is one of Kendari City's subdistricts.

Literature Review

The Republic of Indonesia's 1945 Constitution mandates that government administrators serve all citizens, and this commitment must be considered in order to achieve and fulfill the population's basic requirements and rights. Both commodities and services are offered as public services. services to satisfy the aspirations and needs of the society, and that this duty is the fundamental prerequisite for accomplishing the objectives of a nation and even the service provider organization. Similar to recent advancements, the government must implement reforms or adjustments to improve public services.

Additionally, by being aware that there are policies pertaining to public services, one can also learn the opinions of various experts regarding public services. For example, Kotler's opinion, which was cited by Suprayogi (2020), said that a service is any profitable activity carried out by a group or unit that provides satisfaction even in the absence of tangible results. According to Kotler and Keller (2016), there is a need for quality public services, which can be understood by examining the five dimensions that exist to measure quality public services and in accordance with community wishes (Jopang, 2019). These dimensions are physical evidence, reliability, responsiveness, assurance, and empathy.

In addition, services have standards that service providers must follow in order to be measured against them. According to Sugandi (2020), the service standards under consideration are those related to procedures, charges, completion times, provider expertise, products, and infrastructure. It is evident that in order to effectively direct services to the community, there must be clear procedures in place; additionally, staff members must be competent in order for them to provide services quickly and precisely; and clear costs must be disclosed so that service recipients do not feel burdened. In addition, regardless of family and relatives, facilities and infrastructure are required in the service industry to support the daily operations of service activities. The organization's goals and what is known as good governance will be realized with the current definition.

Methods

This study employs descriptive research methods. The goal of descriptive research is to characterize and summarize numerous societal occurrences. 2001; Bungin). The author employs a qualitative research method. In addition, the author employs the case study method. In general, research that A qualitative method with natural characteristics (a natural environment) is the type of research that will be employed in the Mandonga District, Kendari City, as a direct data source. This is because a qualitative approach can expose a variety of facts and conditions that occur. Thus, there is a greater chance that this method will bring up actual facts. Descriptive research is the kind that is employed, meaning that it is research done to thoroughly examine the conditions and state of an occurrence.

Jopang (2002) similarly made the same point about qualitative research involving non-numerical data, gathering and examining story data. The primary goal of qualitative research methods is to gather comprehensive, rich data regarding the topic or problem that has to be resolved. Focus groups, in-depth interviews, and participant observation are among the data collection techniques used in qualitative research approaches (Sugiyono, 2017:40).

Results and Discussion

As the goal of this research looks at the application of e-government, which as we all know can make it easier for the government to carry out activities within organizations in order to achieve the goals of groups of people or organizational goals, a good government system is one that prioritizes the public interest. The clear implementation of e-government is outlined in multiple policies, one of which is the good governance policy released by the regional government, in this case the Kendari City government. In order to achieve good governance, it is necessary to implement transparency, accountability, efficiency, and effectiveness of government. The aforementioned factors are guarantees for regional governments and village governments to achieve good governance, according to Kendari City Regional Regulation No. 59 of 2017 concerning Information and Communication Technology Master Plan. Alright.

Openness

The village government in Mandonga District has implemented a transparent system based on the results of research conducted there. However, this system is still manual and outdated, with methods such as posting billboards with information about the village budget and programs and holding village meetings to inform the public. The village government does not use its website as an online media platform; instead, it only uses Facebook and YouTube. The published material only pertains to village activities, not administrative reports or village financial management.

Researchers believe that the village government has implemented a transparency system based on pre-existing opinions and field research findings. However, they note that this system has not been updated to reflect technological advancements or changes made through the village website, meaning that good governance has not yet been attained.

Responsibility

In terms of accountability, the village government is in charge of all village operations. For example, it prepares a report on village operations and the budget utilized for each activity, which is then presented to the community during meetings. However, this does not yet make use of the village website that each village already has, making it challenging for the community to obtain the accountability report from the village head.

According to the preceding explanation, the Mandonga District village government lacks good governance because it does not use technology—in this case, the village website—to establish a system of accountability. This is in contrast to the research findings. The goal of the village website is to give the community accurate information. By doing this, the community will automatically oversee the village government's management of the government system.

Efficiency

The fact that the community still uses a manual system and that administrative services still cost money and take time makes the research findings about services there ineffective at this moment. Aside from that, individuals still struggle to adopt the online service system because of this barrier. It is also stated that socialization is required when services are moved to an online platform, which has been established. It is also possible to interpret this to suggest that although there is more income than expenses, the objective has been successfully met. Halim (2001) similarly stated that efficiency is determined by comparing input to output (Kus, 2021:28). Additionally, by implementing effective village government performance through the use of village information and communication technology. Like Sirait (2007), the government wants to implement it in order to achieve transparent and effective government operations (Akay et al., 2021:2).

It is clear from the previously discussed theories and opinions that the village government has not made use of the website to effectively serve the community, which has led to a lack of public confidence in the village government's ability to manage the government.

Conclusion

Suprayogi (2019) defines e-government as a web-based information and public service management system that allows government entities to track and record public information and grant access to public services (Jopang, 2021). We can see that internet users conducting government business through e-government practices successfully and efficiently deliver public services that are more focused on helping the community.

It is possible to draw the conclusion that the implementation of e-government has not been carried out as effectively as it could have been based on the research findings. This is because the policy expectations regarding the use of technology, information, and communication related to transparency, accountability, effectiveness, and efficiency of village government have not been fully utilized. Mandonga District's village government system still employs a manual method to provide public services; it does not capitalize on technological advancements, such as the village website.

The recommendations made in light of the research findings highlight the need for innovation in the village government of Mandonga District's services in order to better serve the community, particularly in terms of village administration. This will enable the village government to support the accomplishment of regional government policy goals pertaining to the use of information, communication, and technology.

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