

Digital Governance in the Unhabitable House Program (Opportunities and Challenges) in Majalengka District

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Abstract

The Majalengka Regency government is trying to innovate in the uninhabitable house program (RUTILAHU) through the Housing, Settlement Areas and Lands Office. However, digital-based community services are still not optimal. Many data on related websites such as jdih.majalengkakab.go.id and dpkpp.majalengkakab.go.id have not been transparent and often experience errors, such as information about the budget, number, and achievement targets of the RUTILAHU program that have not been updated. In addition, there is a discrepancy between online data about the RUTILAHU program and the original data in the relevant agencies. The research method used is a qualitative method. The results and research in the management of the RUTILAHU program data collection on e-RTLH are considered not good because there are still frequent changes to e-RTLH so that the site often experiences errors. In addition, e-RTLH is also not optimal in terms of data transparency to the community. On the dpkpp.majalengkakab.go.id website, not all data has been processed and uploaded to e-RTLH.

Keywords: RUTILAHU, Office of Housing, Settlement Areas and Housing, e- RTLH, Majalengka Regency.

Introduction

Nowadays, the use of technology is an important thing for society and government. With technology, people can easily get various information and can access data transparency carried out by the government. That way, the government also strives for integrated services that can make public services effective and efficient, especially by including digital public services. One of the main efforts made is digitalization. Valenita et al. (2022) stated that the use of information and communication technology is very important in the modern world. Because advances in information technology allow easy access to information, the world is increasingly connected. This is the main task of the government in providing services to the community. In an effort to increase the efficiency and effectiveness of service delivery, the government also needs to take advantage of advances in information technology by presenting applications to provide services to the community in real time (Rizky Ilhami, 2024). Currently we also know about the Sustainable Development Goals (SDGs), which are new development plans that aim to realize sustainable development. In addition, this emphasizes the use of digitalization and information and communication technology, as well as digital governance. In Indonesia, e-government began in 2001 with Presidential Instruction No. 6/2001 on telematics, media, and informatics, which supports Good Governance and accelerates democracy. However, many government stakeholders do not support it, so the use of technology has

not been maximized. In Indonesia, e-government is used to improve democracy and increase interaction and communication between the people and the government. This is one way to increase public trust and service to the government by focusing on its performance. At the end of 2022, Indonesia received good news because its ranking increased drastically in the UN E-Government survey. Digital technology used in e-Government can ensure that sustainable development is not left behind, build the resilience of communities and people in vulnerable situations, reduce their exposure to economic, social, and environmental shocks and disasters, and increase accountability that supports SDG 16.

The Department of Housing, Residential Areas and Forestry is still not optimal in providing digital-based public services. The large amount of data on the dpkpp.majalengkakab.go.id website and e-RTLH is not transparent and sometimes still has errors, such as the budget for uninhabitable houses (RUTILAHU) has not been updated, the number of uninhabitable houses (RUTILAHU) has not been updated, the target for achieving the uninhabitable houses program (RUTILAHU) and assistance for uninhabitable houses (RUTILAHU). In addition, there is a misalignment between data on the internet about the RUTILAHU program in Majalengka Regency and the original data at the PKPP Office of Majalengka Regency. Problems were found related to the principles of Digital Government that are not optimal when viewed from the ability, because there are related problems:

1. The digital-based government administration process is not yet efficient and responsive. It can be seen on the dpkpp.majalengkakab.go.id website that it is not yet transparent and not optimal. Lack of accessibility to public information and the government's unresponsive response to public input and supervision are also challenges that need to be addressed.
2. The involvement of the Majalengka Regency community in digital-based government decision-making is still lacking. Not all residents have the same access to the internet, which can create gaps in their ability to access information and participate in government processes.
3. The instability of the e-RTLH site is a challenge for employees in the housing, settlement area, and land services due to frequent changes and site errors.
4. The inconsistency of RUTILAHU program information data on the internet with the original data in the housing, settlement area, and land services.

Literature Review

Public Administration

The public can be interpreted as a group of people who have similarities in thinking, feeling, hoping, behavior and decisions that are right and good based on the values and norms they adhere to. (Syafi'ie et al. in Pasalong, 2011:6)

The definition of Public Administration according to Atmosudirjo, which is also quoted by

Syafiie (2003:32), specifically "Policy Management is the Implementation of the State as an association and organization that seeks state goals".

Scientists assume that policy implementation is a hierarchical action that oversees something that is state-based that has state goals. Gordon's assertion quoted by Syafiie (2003:33) states:

"Public Administration can be formed as the entire cycle carried out by both associations and people related to the application or implementation of regulations and guidelines provided by the authorities, leaders and legal entities"

Based on the definition above, it can be assumed that policy implementation is part of public administration that plays an important role in directing administration and its implementation.

According to Felix A. Nigro and Lloyd G. (1970:21) Nigro quoted in the book by Pasolong, n.d, (2019) entitled "Public Administration Theory", stated the following:

1. (Public Administration) is a collective effort that is beneficial in the public climate. (Policy management) is an effort to gather together in ecological administration.

2. (Public Administration) combines the three branches: leadership, administrative and legal, and their interrelationships. (Policy management) combines each of the three parts of government: leaders, administrative executives and law and the relationships between them.

3. (Public Administration) plays an important role in the definition of the public approach and is therefore important to the political cycle. (Policy implementation) plays an important role in strategic administration, and is therefore important to the political cycle.

4. (Public Administration) is closely connected with various secret meetings and people in offering types of assistance to the local area.

(Policy implementation) is closely related to various secret meetings and people who offer types of assistance to the local area.

5. (Public Administration) is completely different from private organizations. (Policy implementation) in many ways is different from the understanding of each organization.

From the description above, the researcher argues that public administration is a collaboration carried out by a group of people or institutions in carrying out government tasks in order to meet public needs appropriately through the provision of public services and the achievement of state goals.

According to Rosenbloom (2005) quoted in the book Pasolong, n.d, (2019) entitled "Public Administration Theory", it states that:

"Public Administration is a hypothesis of the use of speculation and council cycles, government issues and regulations to satisfy the desires of public authorities in the field of regulation and leadership in the structure of administrative and administrative capabilities for the community as a whole or in part."

Based on the description above, public administration is related to legislative, judicial, and executive institutions. The researcher argues that public administration is not only related to the creation and implementation of public policy, but also related to various human problems and cooperative efforts to complete government responsibilities.

Basically, administration has a very important and significant task in achieving the goals that have been set in the state organization and policy management in relation to the implementation of government and strategy formulation in a country. State organizations, policy implementers, and government are inseparable frameworks because they are frameworks that can generally be managed by each other. This is to achieve the interaction of predetermined managerial goals by influencing two individuals or a group to achieve a goal, so that within the scope of the organization it cannot be separated from the hierarchy stage to achieve predetermined goals..

Digital Governance Study

In the book entitled "Digital Governance" by Dr. Rizky Ilhami, M.AP that:

"Digital governance is a concept that refers to the application of information and communication technology (ICT) or ICT in the management and organization of government. This involves the use of digital platforms to improve administrative processes, increase openness and public participation, and strengthen transparency and accountability. In an era where technology increasingly dominates every aspect of life, digital governance is key to ensuring that the government can function more effectively and efficiently."

Digital government covers various aspects of government. This includes the use of technology to speed up bureaucratic processes, improve public services through online platforms, improve interaction between government and the public through mobile applications and social media, and optimize decision-making through data analysis. By understanding this broad scope, the government can make broad plans to improve the quality of service and be responsive to the needs of the community.

The concept of digital governance is based on certain concepts, which serve as the basis for how technology can be used to run a good government. Openness, or transparency, is its main principle. This emphasizes the importance of open access to public information and public participation in the decision-making process. In addition, the principles of security and privacy are very important, because it is important to maintain the confidentiality and integrity of data collected and processed by the government (Dr. Rizky Ilhami, M.AP, 2024).

Digital governance is the use of ICT to promote public values through government-led initiatives within government as well as external collaboration among key stakeholders in society. Defining digital governance in this way emphasizes inclusivity in the ICT used. More conventional definitions of e-government tend to focus only on the internet and websites. The growth of mobile

phones and mobile devices has made it possible to enable interactions and transactions, such as text alerts, without the need for internet access (Bryer and Zavattaro, 2011).

This technology also includes location-based services and intelligent transportation systems beyond searching for information and transacting with the government on their official websites. Furthermore, this definition places its primary focus on creating public value through collaboration. This idea first brings a strategic focus on creating public values and return on investment. At the same time, the use of collaborative methods reflects the reality that public services are increasingly produced and delivered through partnerships between organizations in the public, private, and nonprofit sectors. The participatory and collaborative features of Web 2.0 technologies facilitate such cross-border collaboration. More importantly, this definition captures the central role played by public administrators/managers. The notion of “government-led” digital governance places public administrators/managers at the center of digital governance efforts. This perspective distinguishes itself from the focus on ICT-enabled political campaigns that place political activity by political parties and election campaigns at the center. The notion of government-led conveys the primary responsibility of government to be accountable and is also broad enough to encompass a wide range of public service production and delivery with collaborators from government, business, and other organizations..

Uninhabitable House Study

Every citizen has the right to a house, which is a basic right of the people, according to Article 28 H of the Amendment to the 1945 Constitution. A house is also a basic human need to improve dignity, dignity and quality of life, and is a reflection of each individual's efforts to improve their standard of living and shape the character and personality of the nation. According to Law Number 1 of 2011 concerning Housing and Settlements, the State is responsible for guaranteeing the rights of every Indonesian citizen to live in physical and spiritual prosperity, with a good and healthy place to live and a living environment. Therefore, the state has a responsibility to protect all Indonesian citizens by providing decent and affordable housing and residential areas for the community.

The Uninhabitable House Criteria consist of two categories: Main Criteria and Readiness Criteria. The Main Criteria include all elements agreed upon nationally as the minimum standards that must be met to calculate how many Uninhabitable Houses there are in Indonesia. Data collected with reference to these main criteria also includes uninhabitable houses that are not built in accordance with the land designation, rented, and located on land that is not owned. It is expected that the overall housing policy will be based on the basic criteria of uninhabitable houses. Owners of Uninhabitable Houses and Objects must meet the readiness or readiness criteria to be able to receive assistance programs from the Ministry of PU-PERA.

According to John Turner that:

"Housing quality must be viewed holistically, covering physical, social and economic aspects. Uninhabitable housing is often an indicator of broader problems in society, such as poverty, inequality and inadequate housing policies. The approach to improving uninhabitable housing must include efforts to improve the overall quality of the environment, not just the physical repair of buildings".

According to Pierre Bourdieu "a house is not just a physical place to live, but also has social and symbolic meaning. Uninhabitable houses can disrupt the social status and identity of their occupants. Bourdieu emphasizes the importance of home conditions as a factor that influences social structure and daily life."

The researcher concluded that a house is a comfortable and safe place to live. In addition, the house includes social and economic aspects. Uninhabitable Houses are a problem in economic inequality so that government policies are needed to address this problem as a symbol of community welfare.

Methods

The Research Object contains a description of the place where the researcher conducted the research and the reasons for choosing the object or place. Then the object of this study is the Department of Housing, Residential Areas, and Land in Majalengka Regency. The research method used is a qualitative method, the qualitative research method was chosen by the researcher with the consideration that the truth can be achieved more by using qualitative methods. The researcher will explain periodically based on empirical records regarding Digital Governance in the Uninhabitable House Program in Majalengka Regency..

Results and Discussion

In this discussion, the researcher will explain Digital Governance in the Uninhabitable House Program in Majalengka Regency by using the theory of government principles according to Rizky Ilhami as an analysis indicator in this study. The dimensions of government principles put forward by Rizky Ilhami are 4, namely: the principle of openness, the principle of security, the principle of privacy, and the principle of accountability.

The results of the study from observations and interviews, data transparency in the Housing, Residential Areas, and Land Office, especially the RUTILAHU program, is good, it's just that on the PKPP Office website it can only be seen in the section on the number of houses in each sub-district, while other data such as budget transparency, pictures of houses before and after renovation, and data on recipients of RUTILAHU program assistance each year are not yet available. According to interviews with computer operators and evaluation and reporting planning (it), in the future a link

will be created for RUTILAHU program data which the public can later access, unlike e-RTLH which only employees can access. Then the innovation desired by the PKPP Office, especially the RUTILAHU program, is geospatial, which later when the PKPP Office displays the coordinates of uninhabitable houses and habitable houses, so that if there are those who are willing or interested, the community who have excess assets will be moved to want to help the uninhabitable houses. Public participation in decision-making on the RUTILAHU program is socialization with the community regarding RUTILAHU assistance together with the village head, local RT, RW and LPM. Applications for RUTILAHU assistance can be submitted by anyone as much as possible, but later they will be filtered again according to the quota, which is only 20 houses by surveying houses that are eligible for assistance. Local residents also participate by attending meetings from their respective villages and LPM. However, the community in Majalengka Regency has not received education about digital information. The opportunity from this transparency principle is to make it easier for the community, communities, and other parties to provide assistance for the RUTILAHU program.

Protection of personal and sensitive data is one of the security principles in Digital Government. Personal data such as identity information, financial information, and health information must be protected very strictly to prevent misuse and violation of privacy. Therefore, there are strict regulations governing the collection, storage, and use of personal data by the government. To improve the security of personal data, encryption of information, development of efficient monitoring systems, and updating of security systems are strategies (Dr. Rizky Ilhami, 2024).

In addition to protecting personal data, maintaining the security of government information systems is also a top priority in the security principles of Digital Government. Threats to the security of government information systems can come from cyber attacks, data leaks, or operational disruptions. Therefore, it is important to implement strict measures in maintaining the security of government information systems, including updating security systems, actively monitoring threats, and building a strong security infrastructure.

One of the significant challenges for digital government is cybersecurity threats. Cyberattacks can affect various aspects of people's lives, from public services to national security, and coordinated efforts are needed between the government, the private sector, and international institutions to address cybersecurity threats. Steps to address cyber security threats include increasing awareness of cyber threats, strengthening infrastructure.

From the results of interviews and observations, researchers found research results that the digitalization of the PKPP Office collaborated with DISKOMINFO such as creating a website and its security is also connected to DISKOMINFO. In addition, e-RTLH is also collected by the Ministry of PUPR, the challenge is that errors often occur but the RUTILAHU program data in Majalengka Regency remains safe. To date, there has never been a data leak, especially in the RUTILAHU

program.

Privacy Principle

A person's privacy begins with the collection of personal data. The government must establish clear and strict rules on how citizen data is collected. These regulations must ensure that data is only collected for legitimate purposes and with the consent of the person concerned. Examples of effective policies include limiting data collection to only information needed for certain public services and giving people the option to withdraw their consent.

The government must ensure that the use of personal data is clear and controlled after it is collected. Personal data must not be used for unauthorized purposes. The government must do something to prevent misuse of personal data, such as implementing a strict monitoring and auditing system.

The government must comply with certain standards to maintain people's privacy, such as ensuring that personal data is stored securely and can only be accessed by authorized parties. In addition, the government must use the right technology to secure personal data, such as encryption and firewall protection (Dr. Rizky Ilhami.2024).

After being studied by researchers based on observations and interviews, researchers found that the PKPP Service has never experienced a data leak, especially RUTILAHU program data. The challenge in data leaks is dealing with DISKOMINFO because it regulates one Majalengka Regency in securing data for each service. This requires skills on how to secure data, quality human resources and data quality. The opportunity is if innovations related to digital governance, such as eradicating poverty through the RUTILAHU program, the RUTILAHU rate will decrease so that there is a great opportunity to contribute to Majalengka being more advanced.

Currently, there has been no education for the public regarding digital governance in the RUTILAHU program. In its digitalization, only the government does not involve the community, namely inputting data to the center and e-RTLH, and the PKPP Service website.

One of the main principles in good governance is the principle of accountability. In the context of Digital Government, this principle is very important to ensure that the government is responsible and transparent in managing and administering public resources, and to ensure that the public has an effective oversight mechanism. The government has a great responsibility to manage public resources efficiently and responsibly. This responsibility includes organizing government programs, managing the allocation of public funds, and making decisions that impact the public. Transparency in governance is very important to ensure that government decisions are made clearly and fairly, and so that the public can understand and see how public resources are used.

One important component of the principle of accountability is public oversight. To ensure that the government acts in accordance with the public interest, the public has the right to know and

oversee government actions. Public access to information, participation in the decision-making process, and reporting of violations or abuses of government power are examples of effective public oversight mechanisms (Dr. Rizky Ilhami, 2024). Although the principle of accountability is very important, there are several challenges that need to be overcome when using the principle of digital government. One of them is the information gap between the government and the community, where information about government activities is not always available and publicly accessible.

The results of the study based on observations and interviews, that the Housing, Residential Areas, and Housing Service as the government's role in providing information to the community through socialization after verification of the community who can receive RUTILAHU program assistance. In the RUTILAHU program for digitalization services, only data input is inputted without involving the community directly. The challenge in the information gap is when the inputted data such as the number of RUTILAHU, village and sub-district names do not match when checked at the center so that on the website sometimes it does not match the data provided by the PKPP Service. The opportunity in the principle of accountability after seeing the explanation above is that in the future the PKPP Service will hold education about digitalization services to the community and LPM which later the information can be seen on the website and the innovation that will be carried out by the PKPP Service is using geospatial to monitor uninhabitable houses and habitable houses

Conclusion

Based on the results of the research and discussion, Digital Governance in the Uninhabitable House Program has not directly involved the community, only employees who input data through e-RTLH collected by the PUPR Ministry. In the RUTILAHU program, transparency of information to recipients of RUTILAHU program assistance is carried out through socialization with LPM, TFL, RT / RW, and local village heads. Meanwhile, digital information is still less than optimal, there are still many shortcomings, even the community is not familiar with the website of the Housing, Residential Areas, and Land Office. In terms of data security and privacy, the PKPP Office is good, there has never been a data leak. The information gap with the community is a technical error from the center even though the PKPP Office has provided the data correctly.

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