

Utilization of Technology, Information and Communication in the Implementation of Government (E-Government) Based on Village Website in Lemito District Pohuwato District

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ABSTRACT

This study aims to analyze the website-based government system (e-government) by utilizing technology, information, and communication in achieving government accountability, transparency, effectiveness and efficiency of the village government in Lemito District. Furthermore, to look at the factors that determine the implementation of e-government in terms of human resource development, the availability of communication and technology infrastructure, law, internet access and special budgets. The type of research used in the research that will be carried out is using a qualitative approach which has natural characteristics (natural setting) as a direct data source, because a qualitative approach can reveal various kinds of facts and conditions that occur. The results of the study show that the village government has not utilized information and communication technology to facilitate services to the community so that in achieving a transparent, accountable government they have not obtained an effective and efficient government. As seen from the factors that determine public services where the village government has not fully paid attention to the development of human resources, there is no special budget for village website-based services so that it has an impact on services that still use a manual system.

INTRODUCTION

The application of the concept of e-government has become a demand for today's developments in terms of the implementation of public services carried out by the government, by making use of information and communication technology it will facilitate effective and efficient services. Based on the study of philosophy seen from the analysis of ontology, epistemology, and axiology that the science of government as stated by Syafie (2007) in the science of ontology divides two things in seeing the object of science, namely consisting of material objects which are a subject matter (subject matter) and the formal object becomes the center of attention (focus matter) (Sufianto, 2015:24). In accordance with the existing opinion, the following arguments will be reviewed regarding problems that occur in the social environment which are closely related to government issues.

Ontologically it can be understood that the use of technology, information and communication (ICT) is very much needed in running a government system in order to make it easier for public services and also fast and clear information to the public, so it is necessary for the government to respond quickly so that it can adjust to developments. the era where everything is done fast-paced. Epistemologically, the demands of the times require that everything be done easily, effectively and efficiently in matters of government, health, education, logistics and many other

things that need to be done electronically by utilizing existing technology. As for the axiological view that what efforts need to be made by the government and steps in running government electronically in order to achieve good governance as the development of the paradigm of public administration itself.

As for the current era of reform where the government must take action openly in all matters including the village government in managing village government organizations. The village government must be able to communicate with the community by conveying openly related public policies related to village activities, whether carried out manually or electronically. In the implementation of services to the community carried out by the village government, it is necessary to keep up with current developments, where the government is expected to be able to create and develop new innovations to optimize government affairs both related to community needs, village programs, financial management, forms of village cooperation, village structure, and all village programs that need to be known by the public, especially the people in the area of each village.

As for public services, this has been regulated in RI Law Number 25 of 2009 concerning public services and emphasized in RI Government Regulation number 96 of 2012 concerning the implementation of RI Law Number 25 of 2009 concerning public services which is stated in article 12 point (d) with the aim of realizing service processes that are fast, easy, cheap, transparent, certain and affordable, also mentioned in point (e) provide wider access to the community to obtain services. The same thing is also stated in the Pohuwato Regency Regional Regulation Number 9 of 2018 concerning public services where it has been emphasized in the regulation that to meet complex community needs and supported by technological advances, the Pohuwato Regency government is required to make improvements and improve services to the community.

Previously there was also an instruction from the President of the Republic of Indonesia Number 3 of 2003 concerning the National Policy and Strategy for e-government development, with the aim that e-government development is an effort to develop (using) electronic-based governance in order to improve the quality of public services effectively and efficiently. Clay G. Weslatt (August, 2007) on the E-Government website is to use information and communication technology to promote government that is more efficient and cost-effective, then service facilities to the general public and make government more accountable to the people (Sopiandi & Deffy Susanti, 2022: 2).

As for the Regulation of the Regent of Pohuwato Regency Number 59 of 2017 concerning the Information and Communication Technology Master Plan in the context of considering the implementation of government in terms of public services requiring good governance which will ensure transparency, accountability, efficiency and effectiveness of governance, it is also stated in Article 4 the scope of the ICT plan includes development, development, utilization of information and communication technology which includes a). HR Development, b). Development of computer network infrastructure, and c). application system development. Furthermore, it is explained that there are benefits of Information and Communication Technology in e-government, namely being able to improve services, help contribute to economic policies, increase efficiency, increase trust between government and society, help achieve certain policies, and help contribute to policies (Mukhsin, 2020). Based on the existing understanding, there are clear benefits where the village government utilizes information and communication technology in running an electronic government system which makes it easier for services to the community, speed and accuracy in service can easily be achieved, village government accountability, forms of transparency that are the hope of the community by itself will be revealed among the public so that it will not arouse suspicion from the public when such matters are put to good use.

Furthermore, in implementing e-government (Indrajit, 2005) there are at least six important points that must be considered, namely a). Content Development, b). Competency Building, c). Connectivity, d). Cyber Laws, e). Citizen Interface, and f). Capital (Safitri et al., 2019:29). From several important points mentioned when wanting to implement e-government where it is necessary to develop applications that are used by agencies or organizations, not only that in implementing e-government also the most important thing is the availability of human resources who have expertise in the field of Information Systems or who are able to manage social media (village website), the need for the availability of communication infrastructure as well as an adequate internet network for the continuity of e-government implementation activities, the need for clear legal instruments related to the use of the e-government system, the need for internet access for people who receive services so that they can be used anywhere and anytime, and requires capital for maintenance of the main system, there is a special budget for the development of the application or system used.

The previous explanation is also supported by several studies that have been carried out as the results of the study (Shafira & Kurniasiwati, 2021) explained that with the implementation of e-government carried out by the Government of Kulon Progo it was able to improve online-based public services effectively and efficiently, however the research results showed that the Kulon Progo government did not make enough use of existing applications, resulting in the ineffective implementation of e-government. Furthermore, research related to "Impact of Infrastructure Barriers on Electronic Government Implementation" or what is meant by the impact of infrastructure on e-government implementation, where the research explained that e-government is the highest requirement for all administrative offices, even though the use of e-government experiences various kinds of obstacles. and limitations that need to be considered by government organizations. It also continues that this research explains that recognizing various kinds of infrastructure barriers that can affect the implementation of e-government services can be a big record for organizations to achieve successful services to the public online (Zeebaree et al., 2020).

As for the problem in Lemito Subdistrict, according to the results of observations and observations made, that each village government has tried to run an electronic-based government system by using the Website to support the running of the government system in terms of public services and also the dissemination of public information related to all village activities, but this is no longer working and there are still many people who do not know about the existence of a village website due to the lack of socialization carried out by the village government, the education level of implementers who are not qualified to support the use of the system making it difficult to utilize existing technology, lack of motivation or affirmation from the leadership, in this case the village head to improve electronic-based governance, some villages still have difficulty accessing the network, lack of confirmation from the regional government to the village government in implementing governance electronically, and also the village government does not extend or pay for the domain so that the village website can no longer be accessed and cannot be used.

METHOD

The background of this research is based on the problems that occur in the field which are the research objectives, where researchers see that in Lemito District there are 8 villages that have taken steps to implement an electronic government system or e-government. it was reported that the eight villages had created a village website, where the village website was one part of achieving e-government such as conveying information on village development, community empowerment, governance and all village activities as well as services to the community which could already be carried out through the use of the village website, however, what happens is that the village website does not work as it should, the information updates on the website are

not complete or effective so that good governance has not yet been achieved.

The type of research used in the research that will be carried out is using a qualitative approach which has natural characteristics (natural setting) as a direct data source, because a qualitative approach can reveal various kinds of facts and conditions that occur. So that this approach is more likely to raise facts on the ground. The type of research used is descriptive research, which is a research conducted to study the situation and circumstances of a phenomenon that occurs intensively.

As for what was stated by Sutopo and Arief, 2010 is research aimed at conducting a description and analysis of phenomena, social activities, events, perceptions, attitudes, of each individual and group (Simarmata, et al, 2021: 70). Furthermore, according to Denzin & Lincoln (1994) (in Anggito & Setiawan, 2018: 7) where it is said that qualitative research is research that uses a natural setting with the intention of interpreting the phenomena that occur and is carried out by involving various existing methods. The same thing was conveyed by Steven Dukeshire & Jennifer Thurlow (2002) qualitative research regarding data that is not numerical, collects and analyzes data that is narrative in nature. Qualitative research methods are mainly used to obtain rich data, in-depth information about the issue or problem to be solved. Qualitative research methods use focus groups, in-depth interviews, and participating observation, in collecting data (Sugiyono, 2017:40).

Based on previous explanations where the research process is more on research questions and procedures that are still temporary, collect data in participant settings, analyze data inductively, build partial data into themes, and then provide interpretation of the meaning of a data. The final activity is to make reports into a flexible structure.

DISCUSSION

This research was carried out with an emotional approach to the District government and village government by conveying the main aims and objectives of conducting research, by building communication with the Lemito District government and stakeholders such as the village government and local government, in this case the Pohuwato District Communication and Informatics Service, which understands the existence of a website. village in Pohuwato District. Not only relying on an emotional approach, but researchers also try to adjust to conditions in the field based on the free time of each informant in order to obtain clear and accurate information.

As for what is the basis for researchers to obtain information, namely by conveying the direction of research in order to provide academic contributions to the Government, especially the Village Government in carrying out village development and also being able to adjust to the development of an era that is already completely technological, besides that the researcher also conveys the benefits of village websites that are is no longer a new thing, but becomes an obligation to achieve good governance.

Through good communication so that it has an impact on the comfort of the government in Lemito District and fully supports research related to the use of village website-based technology, information and communication. This research was conducted in Lemito District by seeking information through the Lemito Sub-District Head, the Sub-District Secretary, several Village Heads, village officials and the community. At the Regional Government level, the researcher conducted an interview with one of the Kominfo Service employees who was more familiar with the village website program.

A good government system is a system that is used to prioritize the public interest, as is the aim of this study where we see that the application of e-government that we now all know can make it easier for the government to carry out activities within the organization in order to achieve the goals of groups of people or organizational goals. In the implementation of e-government, it is clearly stated in several policies, one of which is the policy issued by the regional government, in

this case the Pohuwato Regency government regarding good governance. Pohuwato Regency Regional Regulation No 59 of 2017 concerning the Master Plan for Information and Communication Technology, states that in achieving good governance it is necessary to carry out transparency, accountability, efficiency and effectiveness of government, several things previously mentioned are guarantees for local governments and village governments to achieve governance the good one. Furthermore, researchers use e-government theory (Indrajit, 2005) where there are six important points that must be considered, namely a). Content Development, b). Competency Building, c). Connectivity, d). Cyber Laws, e). Citizen Interface, and f). Capital. So this is the basis for researchers to obtain information in the field based on the results of interviews with several relevant informants. The results of interviews with several informants regarding the form of transparency that must be carried out by the government as the main goal of issuing existing policies, one of which is to achieve transparency by utilizing technology that has been implemented by the regional government, in this case the village website. The following information is submitted:

"It is true that the aim of the regional government in producing this policy is so that in implementing the government it can carry out transparency by utilizing existing technology, the efforts of the regional government, in this case Diskominfo, which created village websites, out of 101 villages and 3 sub-districts, all have made websites and also conducted training for village apparatus". (MAU/Monday, 3 October 2022)

The information conveyed is that the regional government's efforts, in this case the Diskominfo, have created a village website in order to carry out transparency of village government activities and special training has been carried out for village officials who are representatives of each village. Furthermore, information based on the views conveyed by Camat Lemito that the guarantee of transparency carried out by the Village Government is good enough but still manual in nature, along with the information:

"I see that the form of village government transparency in Lemito District has been well implemented, it's just that everything is still completely manual, the community's desire to know about financial management, the implementation of village activities or village government activities is difficult to access, as previously stated regarding the use of the village website ". (BM/Wednesday, 5 October 2022)

Furthermore, the information obtained from the Secretary of the Camat of Lemito Subdistrict, stated that transparency is better if done online, along with the information submitted:

"The Village Government is already transparent in running the government, it will be even more transparent when it is done online, for example placing billboards regarding the village budget and programs, while what is being demanded now is that it must be online so that it can be accessed and known by many people or in this case the village community. . (MH/Wednesday, 5 October 2022)

As for the opinion expressed by the Head of North Lemito Village that the village government had not directly used the village website for activities and all village activities including transparent online activities, the following information was submitted:

"So far, we, the village government, have not used the village website. Transparency is still being carried out directly, for example, regarding funds in the village in Detail and displayed in the form of billboards, so that the community can see it directly. Apart from that, village activities are always uploaded using the Village FB" (SB/Friday, 7 October 2022)

Based on information that has been obtained from several informants in the Regional Government as well as the District government and Village government, it can be explained that in Lemito District a form of transparency has been carried out by the village government, it's just that it still uses a manual system or the old system whereby placing billboards related to details

village budgets and programs, providing information to the community through village meetings, the village government does not use the village website as online media, while the online media used by the village government are only Facebook and YouTube, while what is published is only village activities without publishing administrative village reports let alone regarding village financial management.

One of the efforts made in achieving good governance as stated in the Pohuwato District government policy regarding the use of technology is that it will have an impact on the effectiveness of services to the community, this is a guarantee or expectation from existing policies, so researchers see whether by issuing this policy able to respond to conditions in the field in terms of the effective implementation of village government activities. The information obtained in the field regarding the effectiveness of village website utilization, as disclosed by Diskominfo Public Relations as follows.

"It is clear that with the existence of the Village Website the goal is for the village government to provide services to the community more easily by not requiring a long time in terms of administrative services, also being able to use the village website as a medium of communication with the community where the community can see firsthand the work of the village government." (MAU/Monday, 3 October 2022)

It is clear that the aim of the local government policy is to create a village website in order to streamline the administration of village governance, one of which is service to the community and providing information to village communities. Furthermore, the opinion expressed by the Head of Lemito Subdistrict was that the condition of the villages in Lemito Subdistrict was that the services provided had not been effective, because they were still providing services manually to the community.

Based on some of the information obtained in the results of interviews with several informants, it can be explained that there is no specific budget for the development of the village website system, because the village fund budget is still directed at the basic needs of the community, such as agricultural needs and other urgent programs.

CONCLUSION

Based on the results of the previous research and discussion, it can be concluded as follows:

Based on the implementation of village website-based e-government in Lemito District, Pohuwato Regency, it has been implemented on the basis of local government policy values where the village government has carried out activities in a transparent manner, there is a form of accountability that has been implemented in terms of village government accountability, but this is done still using a manual system so that it can be said that the government system is completely manual in the implementation of government which has not been effective and efficient. The existence of an implemented system shows that the village government has not utilized information and communication technology to facilitate services to the community.

As for the determinants of the implementation of government (e-government) based on village websites based on Indarjit's opinion, namely the need for human resource development, development of systems or applications in services, paying attention to legal instruments in the use of information technology, the need for capital from internal government organizations, development of access channels for the community and the existence of supporting network infrastructure, however, based on the results of research in the field, it shows that the village government has not paid attention to such matters which determine the success of implementing e-government, such as the absence of a special budget for developing service systems, the absence of follow-up by the village government in developing human resource skills and knowledge regarding digital-based service systems by utilizing the village website so that services only use a manual system which requires a lot of time and costs. Program (Program

Settings), regarding the development program, it is relevant to the performance targets, but its implementation is still partial, so there is still a need for a clear elaboration of cascading development programs to become guidelines and agreements with regional apparatus to realize collaborative and synergistic program implementation.

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