E-Government Implementation in the Village General Administrative Electronic System (SEDULUR) Program

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ABSTRACT

Purpose: E-government is one of the government's efforts to develop the implementation of electronic-based government activities in order to improve the quality of service to various parties effectively and efficiently. In the context of implementing e-government in Cirebon City, Cirebon City is carrying out a smart city or smart city movement with its vision of realizing Cirebon as a creative, innovative, synergistic and competitive smart city in 2028. Lots of programs have been implemented as supporters of the realization of the smart city movement in the city of Cirebon. Research with the title "Implementation of E-government in the Village Public Administration Electronic System Program (SEDULUR) in Kalijaga Village, Harjamukti District, Cirebon City", has a formulation of the problem of how to implement the sedulur program in Kalijaga Village, Harjamukti District, Cirebon City.

Design/methodology/approach: This research uses a case study method with a qualitative approach that is descriptive. Determination of informants using purposive sampling. The theoretical foundation used is the Balanced E-government Scorecard theory with five dimensions in it, the five dimensions are: benefits, efficiency, participation, transparency, and change management.

Findings: Based on the research that has been done, it is concluded that the implementation of e-government in Kalijaga Village, Harjamukti District, Cirebon City with case studies of the sedulur program has not been optimal in its implementation, this is because the sedulur program still wants to be developed so that later all people can access it without having to contact the head of the RW First of all, it's just that the budget was diverted during the Covid-19 pandemic which hampered the development of the Sedulur program.

Practical implications: The efforts that have been made are with Harjamukti District supporting government programs related to people who are aware and obedient of paying taxes so that revenue-sharing funds (DBH) from these taxes can be allocated for the development of the sedulur program.

Paper type: Research paper

Keyword: E-Government, SEDULUR, Smart City, Village of Kalijaga

I. INTRODUCTION

One of the obligations of the government is administer public services. Service public organized to meet a variety of community needs. Good public service is an accommodating service all the needs of society easily, fast and free of cost (Lestari et al., 2019). Good service is also expected to restore public confidence in the government's performance, so that when trust can be fulfilled, public welfare can also be achieved (Prayogo, 2022). One of the programs to accelerate bureaucratic reform carried out by regional governments is related to

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the development of an integrated electronic government system (e-government). E-government or electronic government is the use of information technology by the government to provide information and public services (Lenak et al., 2021), One of the objectives of implementing e-government is for institutions government can provide better public services. In This connection requires a strong commitment from the government to pioneer and start something new in the bureaucracy. Utilization of e-government for the bureaucracy is expected to be an alternative to bureaucratic reform towards service delivery better (Nugraha, 2018). The presence of the internet in accessing information and communication technology facilitates all activities in obtaining and communicating the right information (Shafira & Kurniasiwi, 2021). The governance of information technology is a process to ensure that the company's goals are achieved by evaluating stakeholders, needs, conditions, and options (Aryanti et al., 2021). The concept of e-government exists in order to improve the quality of governance in the world. The use of computer/information systems in government institutions/organizations is usually aimed at accelerating and streamlining administrative processes, searching, and data processing which results in increasing the quality of public services (Cahyadi, 2003). The concept of e-government is closely related to the development of information and communication technology (ICT) in the world. In its implementation, e-government is expected to be able to meet all the demands of society to get services that are easy, fast, effective and efficient.

In order to implement e-government in the City of Cirebon to facilitate services for its people, the City of Cirebon is carrying out a smart city movement. This is done in order to realize Cirebon as a smart, creative, innovative, synergistic and cultured city through the use of electronic media. Policy implementation is a very important stage in the policy structure (Lestari et al., 2019).

Based on observations, that Harjamukti District, Cirebon City, has excellent innovation in utilizing e-government to provide effective and efficient services (Source: direct interview with Head of Harjamukti Sub-District 2021). e-government does not only deal with issues of cost efficiency and technological sophistication but is also closely related to the realization of values that reflect good governance such as transparency, openness, policy accuracy, improving the quality of public services and increasing community participation. (Irawan & Nizar Hidayat, 2021). Where the background to the creation of this innovation is the service at the neighborhood level which is still conventional and requires a lot of time and more effort for the community to get it, the community is required to meet four public servants at the neighborhood level to get an introduction so they can process the service to the next level. In fact, if one of the four pillar-level public servants is absent or cannot be found, then the community has not been able to get public services regarding the introduction to get services at the next level or the Kelurahan level later this provision is based on Presidential Regulation Number 96 of 2018 concerning Requirements and Procedures for Population Registration and Civil Registration. Not to mention that the community has to give "service fees" to one of the four management of the pillars of the community, even though the provision of fees is unwritten and not required, but this has become an inherent culture for the community to get services within the pillars of the community.

However, in the implementation of the sedulur program in Kalijaga Village there are still problems in its implementation, the problem is that there are still many people who do not know about the existence of the sedulur application so services are still using manuals, this is allegedly due to a lack of transparency in the form of clear information in providing socialization regarding sedulur program, where socialization or providing information is only limited to the heads of neighborhood units, but there are still many heads of neighborhood associations who don't understand technology so that socialization faltered and was not passed on to the community in their area.

This research aims to:1) find out the implementation of the Kelurahan General Administration Electronic System program in Kalijaga Kelurahan, Harjamukti District, Cirebon City, 2) find out the factors that support the Kelurahan General Administration Electronic System program in Kalijaga Kelurahan, Harjamukti Subdistrict, Cirebon City, 3) To find out the factors that hinder the program Kelurahan General Administration Electronic System in Kalijaga Subdistrict, Harjamukti Subdistrict, Cirebon City, 4) knowing the efforts to overcome obstacles to the Village General Administration Electronic System program in Kalijaga Subdistrict, Harjamukti Subdistrict, Cirebon City.

To achieve this goal, this study refers to Stiftung's opinion in the "Balanced e-government scorecard" which states that there are five factors that serve as measuring tools for government performance that implement e-government, namely: (1) benefits, (2) efficiency, (3) participation, (4) transparency, (5) change management.

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II. METHODS

A. Types of research

In this study, the researcher used a qualitative research method which is descriptive analytic in which the data obtained included interviews, documentation, document analysis, and field notes compiled by the researcher and not set forth in the form of numbers.

According to Yusuf (2017:328) qualitative research is that researchers seek meaning, understanding, understanding, verstehen about a phenomenon, event, or human life by being directly and/or indirectly involved in the setting being researched, contextual, and comprehensive. Researchers do not collect data once or all at once and then process it, but step by step and the meaning is concluded during the process from the beginning to the end of the activity, is narrative and holistic.

B. Informants and Informant Selection Techniques

The informants in this study were divided into two, namely key informants and supporting informants, where the key informants in this study were the Head of Harjamukti District, namely Mr. Rd. Yuki Maulana Hidayat, SSTP and Village Head of Kalijaga Village, namely Mrs. Dewi Ratnawati, SSTP. As well as supporting informants in the form of service staff in the Kalijaga Village and several residents of the Kalijaga Village.

C. Data collection technique

The data collection techniques used by researchers in obtaining the data needed as material for making research reports are adapted to the type of qualitative research, namely:
1. Library/literature study, namely collecting data from written sources, namely from books, monographs, newspapers, the internet, and other sources.
2. Field studies, consisting of:
    a. Observation, namely data collection by conducting direct observations at the research location. Observations in qualitative research are carried out with in-depth experience. The key to the success of observation as a data collection technique is largely determined by the researcher himself, this is because the researcher sees, hears, smells or listens to an object of research and then concludes from what was observed.
    b. Interview/Interview, namely data collection by holding question and answer with the informants. Interviews conducted in qualitative research were guided/structured interviews conducted in depth (depth interviews).
    c. Documentation, namely data collection in the form of photos, films, and recordings. Documentation about people or events related to the focus of research is a source of information which is certainly very useful in qualitative research.

D. Data Validity Testing Techniques

The technique used in testing the validity of the data is the triangulation technique. Triangulation is a technique for testing the validity of data by comparing (check, recheck, crosscheck) various data obtained from various sources in various ways and at various times.

According to Moleong (2018:330) there are several types of triangulation, namely by utilizing the use of sources, methods, investigators and theories. The researcher validates the data by using a triangulation (combined) technique.

E. Data Analysis Techniques

In qualitative research, the analysis was carried out from the beginning of the study (ongoing). Researchers must read and analyze the data that has been collected even though the data is not complete, but researchers are not allowed to wait for the entire data to be complete and then analyze it. Data analysis is a search process that is carried out systematically and compiles field notes, interview results, and other data that is used as material for the researcher's understanding so that the researcher can present his findings to others.

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III. RESULTS AND DISCUSSION

A. Implementation of E-government in the Village Public Administration Electronic System Program (SEDULUR) in Kalijaga Village, Harjamukti District, Cirebon City

1. Benefit

a. Service Scope

The scope of services from this sedulur program is all the people in Harjamukti District and especially in the Kalijaga Village, it's just that currently those who can register from the application only include the RW head, and the scope of the service is only in the form of light letters that are not fraught with legal risk too high.

b. How to Access the Service

The way to access it can only be done by the head of the RW and village officials, for the head of the RW they will be given a link to download the sedulur application then the head of the RW can operate it by entering a username and password that only they know then residents who want to get services easily just include only the NIK and KK number in the head of the RW.

c. Ease of Use

The use of the sedulur application program is quite easy because the appearance and features have been provided briefly but clearly so that employees in the kelurahan and some communities find it easy to use the sedulur program, but there are also the community and RW heads who do not know the convenience of the sedulur program because they never operated before.

d. Service Satisfaction

Satisfaction with the services of the Kelurahan General Administration Electronic System (SEDULUR) program in its implementation, some are satisfied because the service has become faster and some are dissatisfied because the sedulur program is still in the development stage so it still needs to be refined again so that satisfaction with sedulur services increases. so that services become more effective and efficient.

2. Efficiency

a. Application Availability

The availability of the sedulur application is only in the form of a web and the availability of the sedulur application for the head of the RW comes from a link provided by the kelurahan so that for now it is not yet freely available on the application download platform or playstore because it is not yet general, all people can access it, but it is still there are RW heads and the community who do not know about the availability of the sedulur application because of the lack of information they get.

b. Utilization of Technology Platforms

The use of the technology platform from Sedulur for services at the kelurahan office is quite optimal, but the utilization of the technology platform from Sedulur in the community has not been carried out optimally, even some of them are no longer utilizing the Sedulur application in conducting introductory services at the RW level.

c. Quality and Scope for Staff and Employees

The quality of training within the scope of village service employees has been carried out well through a gradual system in each kelurahan, then the quality of training within the scope of the RW heads provided by Kalijaga Kelurahan has been carried out well, but in practice many RW heads are represented in the training, while for training for the general public in the Kalijaga Kelurahan was indeed not carried out because the scope of the sedulur program was only operated by kelurahan officials and RW heads.

3. Participation

a. Community Desires

The community's desire regarding the Sedulur program is that there are people who wish to continue using the manual because they think it is better, but there are also some people who wish to support the implementation of the Sedulur program, it's just that they also wish to refine and actualize the data in the Sedulur application.

b. The Influence of Community Engagement

Community involvement has an influence in providing suggestions and input, which can be used as evaluation material so that in the future the implementation of the sedulur program will be more optimal. However, operationally, the community is not directly involved, but what is involved from the community is as the target party who benefits from this sedulur program.

c. Availability of Facilities in Accessing

There are already facilities for accessing the sedulur program both in each sub-district and in each RW head. These facilities are in the form of computers, printers, and networks for urban villages and facilities for RW heads in the form of Android cellphones that come from the Governor's assistance.

4. Transparency
    a. Information Clarity
        Clarity of information was provided by the sub-district and urban village during the training, but indeed this information was only given to the heads of the RWs and they had to pass on this information to the community, but in practice the heads of the RWs had not forwarded related information so that the information became unclear to the community.
    b. Alignment
        The equalization of the sedulur program has not been carried out for the whole community, but changes in services in the kelurahan have become fast because this sedulur has been evenly felt by the entire community.
    c. Accuracy
        The accuracy of this sedulur program is right for now, because the target of this sedulur program only includes services in the sub-district and RW heads only, with all the training and socialization provided properly to kelurahan officials and RW heads so that it can be said that it is right according to the targets set. expected.

5. Change management
    a. Development Strategy
        The development strategy for the sedulur program already exists, namely that it will be developed so that the whole community can access this sedulur, meaning that later in the plan the sedulur application can be downloaded by the entire community.
    b. Quality control and review
        Control and reviews are always carried out once a month both at the sub-district and sub-district levels so that the results obtained in one month can be used as evaluation material so that in the future the sedulur program will be even better.
    c. Employee Engagement and Motivation
        There is employee involvement in it, where employees are human resources who can determine the success or failure of the implementation of this sedulur program.

B. Supporting Factors for the Implementation of the SEDULUR Program in Kalijaga Village, Harjamukti District, Cirebon City
    Factors supporting the implementation of the SEDULUR program are:
1. Human resources (HR)
    Human resources are a supporting factor in this program because human resources are the driving force and determinant of the success of the sedulur program.
2. Technology as a means of processing sedulur applications
    Technology is a supporting tool that greatly influences the sustainability of the sedulur program, because technology is a system that accommodates or oversees the implementation of the Village General Electronic System (SEDULUR) program.

C. Factors Inhibiting the Implementation of the SEDULUR Program in Kalijaga Village, Harjamukti District, Cirebon City
    The inhibiting factors for the implementation of the sedulur program are:
1. Public
    The community is an obstacle to this program because there are still many people in the Kalijaga Village who do not understand technology and even prevent the entry of technology.
2. Budget
    The obstacle is in the form of a budget because to develop this sedulur program requires a sizable budget, but with the current pandemic, all budgets have been shifted.
3. Internet Network
    The internet network is because the internet network comes from the center, judging by the domain, it's Cirebonkota.go.id so that if the municipal government (city government) server experiences problems, service in the kelurahan will automatically be hampered.

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D. Efforts Made to Overcome Obstacles to the Implementation of the SEDULUR Program in Kalijaga Village, Harjamukti District, Cirebon City

Efforts made to overcome obstacles related to this sedulur program are:

1. By involving youth in the implementation of sedulur for the scope of society.
2. Efforts regarding the budget are carried out by increasing public awareness to pay taxes so that sub-districts receive a revenue-sharing fund (DBH) budget from paying community taxes so that the budget obtained can be allocated to improve sedulur programs, as well as efforts made related to network constraints by continuing to coordinate with parties -relevant parties, especially DKIS (Information and Statistics Communication Service) as the agency that protects the sedulur program.

IV. CONCLUSION

From the results of the author's research in the field, the implementation of E-Government in the Village Public Administration Electronic System Program (SEDULUR) in Kalijaga Village, Harjamukti District, Cirebon City has been carried out optimally in the scope of the village, it's just that the community, especially the RW head, does not pass on related information the sedulur program to its citizens, so that the general public does not know about the existence of the sedulur program.

Factors that support the implementation of E-Government in Kalijaga Village, Harjamukti District, Cirebon City (Case Study of the Electronic Village General Administration System (Sedulur) Program) are human resources (HR) and technology as a means of processing sedulur applications. Human resources are a supporting factor in this program because human resources are the driving force and determinant of the success of implementing the sedulur program, as well as technology as a supporting tool that greatly influences the sustainability of the sedulur program.

The inhibiting factors in the implementation of E-Government in the Village General Administration Electronic System Program (SEDULUR) in Kalijaga Village, Harjamukti District, Cirebon City are the community, budget, and internet network, the community is an obstacle to this program because there are still many people in Kalijaga Village who do not understand technology and even banish the entry of technology and obstacles in the form of budgets because to develop this sedulur program requires a sizable budget but with the current pandemic causing all budgets to be diverted, then the internet network because the internet network originates from the center judging from the domain alone Cirebonkota.go.id so that if the municipal government server experiences problems, service in the village will automatically be hampered.

Efforts made in overcoming obstacles to the implementation of E-Government in the Village Public Administration Electronic System Program (SEDULUR) in Kalijaga Village, Harjamukti District, Cirebon City are involving youth in the implementation of sedulur for the scope of society, efforts regarding the budget are carried out by increasing public awareness to pay taxes so that sub-districts receive a revenue-sharing fund (DBH) budget from community tax payments so that the budget obtained can be allocated to improve the sedulur program, as well as efforts made related to network constraints by continuing to coordinate with related parties, especially DKIS as the agency that protects the program brother.

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