

Digitalization of Electronic Public Service Systems in Village Government: State Administration Law Perspective

Mohamad Fasyehhudin
Gpmfh@untirta.ac.id

¹ Faculty of Law, Sultan Ageng Tirtayasa University, Banten, Indonesia.

Article Info

Received: 2022-09-03

Revised: 2023-06-29

Accepted: 2023-06-29

Keywords:

*Digitalization; Electronic
Public Service Systems;
Village Government*

Abstract

The purpose of this study was to analyze the effectiveness of digital-based service and information systems for village government administrative services as effective and efficient services and to analyze the weaknesses as obstacles to digital (electronic)-based public service and information systems in village government. This study uses normative legal research methods. The results of this study are the Commitment of the Government of Serang Regency which is a priority of the entire number of villages in Serang Regency, as many as 326 Villages, which have wifi installed as an internet signal, 151 Villages, which have actively carried out digital services as many as 47 villages, which have become Pilot Projects consisting of six (6) villages. The implementation has not been as effective as the Serang District government's commitment. Weaknesses that hinder the effective use of digital (electronic)-based information and service systems are: a. Pressure from within and outside the government requires integrity to build an effective and efficient service and information system in the village, b. Lack of interaction between serving and being served between the village government and the community has not run synergistically c. Digital-based service and information systems are still not mastered both technically and non-technically within the village government and the community has not mastered the various applications available in the village

1. INTRODUCTION

The development of information technology for changes towards digitization and innovation is vital in realizing better, more effective and efficient public services. Digitalization is a solution for providing public services in local government. Updating information technology towards digitization as an instrument of government administration services as an important principle for realizing good governance (Good Governance). Changes in information technology towards digitizing administrative services and innovation in structures in the central

government, regional government to village government are needed as a means to carry out public service activities. In order to provide better, more effective and efficient public services. So to achieve these conditions, the government is trying to create a service system that uses digital technology to provide optimal public administration services.

The development of technology always makes people connected to one another easily and it is hoped that public services can be carried out by utilizing these technological developments. However, offline services at the office are not necessarily abandoned and must be integrated between online and offline services. Because of this, it is no longer relevant to view society as a service object with convoluted processes and obsolete mindsets. It is time for all levels of government at the central, regional and village levels to collaborate with each other to create a nationally integrated government system. So that administrative services in government can be easily accessed and utilized by the community. Village Government as an institution that provides services to the community and is responsible for contributing to development has transformed into a public institution that is relevant to scientific and technological developments, particularly in governance reform. Institutional innovation is needed to avoid being left behind.

Another important thing is to build relationships between communities and government agencies that are not equal, so access needs to be expanded and people who are still not considered government partners in the bureaucracy need to be built properly, so that relations between the government, the private sector and the role of the community collaborate to work together. Previously, public services carried out by the bureaucracy were only an attempt to control people's behavior and what was often found was inefficiency that arose due to institutional, procedural factors, lack of expertise and skills, as well as negative behavior. This happened to government administration services at various levels both at the center and in regions and villages that did not run well, and even with the digitalization system that was implemented there were still several obstacles that made it less effective and efficient and could not be utilized by all elements of society in the area. regions, while the government's efforts to realize public services supported by technology have become the government's commitment, as stated by President Joko Widodo, that the concrete face of the state's presence in people's daily lives in the future the government needs to always adapt to technological developments, including providing excellent digital service.

The limitations of this study aim to determine the effectiveness of digital (electronic)-based public service and information systems for village government administration services as effective and efficient services and analyze weaknesses as obstacles to the Implementation of Digital (Electronic)-based Public Service Systems in the Village Government of Serang Regency

2. METHODOLOGY

This research uses normative legal research methods or library research, which is research that examines document studies using various secondary data such as laws and regulations, court decisions, legal theory, or opinions of scholars. Normative legal research is conceptualized as what is written in statutory regulations or laws which are conceptualized as rules or norms which are benchmarks for human behavior that are considered appropriate.

Normative legal research uses qualitative analysis by explaining existing data with statements not with numbers. Things studied in normative legal research include legal principles, legal systematics, legal inventory, clinical law, level of legal synchronization, comparative law, and legal history. In normative legal research there are accompanying legal sources, namely: primary legal sources, secondary legal sources and tertiary legal sources.

3. Result and Discussion

1) The Effectiveness of Digital-Based Public Service and Information Systems for Village Government Administration Services as Effective and Efficient Services

To realize clean, effective, efficient, transparent and accountable governance as well as quality and reliable public services, an electronic-based government system is needed to increase integration and efficiency. An electronic-based government system requires governance and management of an electronic-based government system nationally. Implementation of an electronic-based government system, hereinafter abbreviated as SPBE. SPBE is a government administration that utilizes information and communication technology to provide services to users, namely central government agencies, local governments, employees of the state civil apparatus, individuals, communities, business actors, and other parties who use SPBE services. PBE began to be implemented in Indonesia in 2018 with the issuance of Presidential Instruction Number 95 of 2018 concerning Electronic-Based Government Systems.

This electronic-based government system aims to realize clean, effective, transparent and accountable governance as well as quality and reliable public services, as well as increase the integration and efficiency of electronic-based government systems. An electronic-based public service system at all levels is important. Information System Effectiveness is a way to measure the extent to which the Village Information System is running so that predetermined goals can be achieved. The authority of the Regional Government in making regional policies to provide services, increasing participation in initiatives and community empowerment is the goal of local governments in providing public services as stipulated in Article 344 Aayat (1) Law Number 23 of 2014, one form of public service implemented by the government for the community is the fulfillment of the need for quality public services and has an orientation towards the effectiveness of services to the community required In Article 349 Paragraph (3), Law Number 23 of 2014, states that quality improvement through the development and utilization of technology will also help service delivery. public. The development of information and communication technology has offered a solution in improving the performance of public services that can create good governance. Law Number 23 of 2014. Articles 391 and 393 stipulate that regional governments must provide information, which consists of:

- a. Development information, which contains geographic, demographic and socio-economic conditions.
- b. Regional financial information which contains budget information, implementation, budget execution and financial reports.

The legal basis for the village information system is important due to realizing an electronic-based village/kelurahan government information system in public services as stipulated in Article 86 paragraph (2), paragraph (4) and paragraph (5) of Law Number 6 of 2014 concerning Village, states that this village information system includes village data village development data, rural areas, as well as other information related to village development and rural area development. Article 86 of Law Number 6 of 2014 concerning Villages explains that villages are facilitated and mandated to have a Village Information System. The village information system is managed by the village government and can be accessed by the village community and all stakeholders.

2) Factors of Weaknesses as Obstacles to Implementation of Digital (Electronic) Based Public Service and Information Systems in Serang Regency Village Government

A digital-based (electronic) public service system was created with the aim of creating interaction between the public and the government, both of which influence each other. This is a way for the government to influence the use of a new technology in serving the community by providing easy access from both the government and the community. Services and information through digital (electronic) based service systems are also to increase the quality of services provided so as to provide opportunities to participate in government and community life. The advantages and disadvantages regarding digital (electronic) based public services in terms of regulations and commitments regulated in government policies and interests to the community, namely:

- a. The digital (electronic)-based public services provided will be better with guaranteed effective and efficient services and information and networks can be accessed with the availability of facilities that have been prepared by the government so that it is easy to find the information needed by the community.
- b. Empowering the community through an information system that is easy to obtain so that if the information obtained is sufficient, the community will learn by itself to choose which information they will need which is the need of the government and its people
- c. Coordination carried out by the government can be through sending emails or by using face-to-face via video conferencing, so that the implementation of government work internally and externally can run efficiently.
- d. It is easy for the community to access policies made by the government so that programs owned by the government can continue to run well and smoothly.

4. Conclusion

Based on the discussion above, it can be concluded that:

- a. The formation of a digital village will provide enormous benefits to the community. However, it has not been implemented effectively as committed by the Serang district government, the weakness is: it needs to improve management both internally and externally administrative services. The available human resources as operators must

have their capabilities tested. Allocation of village funds has not been budgeted and utilized as a village budget on a regular basis to keep pace with developments in information technology. Village Regulations (Perdes) and Village Head Regulations (Perkades), as policy guidelines in villages in a digital (electronic) based administrative service system. the community does not fully understand the use of the applications available in the village. Not yet integrated services and information systems nationally. The skills of the village government have not increased in managing service systems and information on the basis of planning and budgeting in the village as well as national and sectoral data to formulate development plans in the village to answer basic needs.

b. Weaknesses that affect the implementation of digital-based information and service systems include: a. There is pressure from within and outside the government, integrity is needed to build an effective and efficient service and information system in the village, b. Lack of interaction between serving and being served between the village government and the community has not run synergistically c. Digital-based service and information systems are still not controlled by operators, both technically and non-technically, within the village administration and d. the community has not mastered the various applications available in the villa

REFERENCES

Book

Eko Prasojoo dkk. (2007). *Deregulasi dan Debirokratisasi Perizinan di Indonesia*. Cetakan 1, Jakarta : Departemen Ilmu Administrasi Fakultas Ilmu Sosial dan Ilmu Politik Universitas Indonesia.

Ibrohim. (2022). "Strategi Pemerintah Kabupaten Indramayu Dalam Implementasi E-Government Berbasis Konsep Smart City", Jurnal Aspirasi, Vol. 12 No. <https://aspirasi.unwir.ac.id/index.php/aspirasi/article/view/92>

Juniarso dan Achmad Sodik Sudrajat. (2019). *Hukum Administrasi Negara dan Kebijakan Layanan Publik*. Cetakan VI, Bandung : Nuansa Cendekia.

Yusriadi. (2018). *Reformasi Birokrasi dalam Pelayanan Publik*. Jakarta: CV Budi Utama.

Journal

- Abdul Rajib A Koli dan Firman Firdausi. "Efektivitas Pelayanan Publik di Bidang Kependudukan Berbasis Elektronik di Dinas Kependudukan dan Pencatatan Sipil di Kota Batu", *Jurnal Ilmu Sosial dan Ilmu Politik*, FISIP Universitas Tribhuwana Tungguadewi, Volume 8, Nomor 4, 2019, DOI: <https://doi.org/10.33366/jisip.v8i4.1947>
- Annas Dwi Rahayu, Hesti Lestari, Dewi Rostyaningsih. (2021). "Efektivitas Sistem Informasi Di Desa Purwogondo, Kecamatan Boja, Kabupaten Kendal", *Journal of Public Policy and Management Review*, Vol 10, No 4: Oktober DOI: 10.14710/jppmr.v10i4.32123
- Aziz Nandana Sumarno, Suranto. (2020). "Efektivitas Sistem Informasi Desa Sebagai Upaya Mewujudkan Sistem Pemerintahan Berbasis Elektronik Desa Mandong Berdasarkan Undang-Undang Nomor 6 Tahun 2014 Tentang Desa", *Res Publica, Jurnal Hukum Kebijakan Publik*, Vol. 4 No. 3, Sept-DOI: <https://doi.org/10.20961/respublica.v4i3.58435>
- Putri Auliya, Rahmat Hidayat dan Rudyk Nababan, "Implementasi Pelayanan Publik Berbasis E-Government Melalui Ogan Lopian" *Kinerja: Jurnal Ekonomi dan Manajemen*, Vol 18, No 4 (2021), DOI: <https://doi.org/10.30872/jkin.v18i4.9804>
- Irfan Nursetiawan, Rifki Agung Kusuma Putra, "Urgensi Penerapan Smart Governance Dalam Prespektif Pelayanan Publik di Desa Pangandaran" *Dinamika : Jurnal Ilmiah Ilmu Administrasi Negara*, Volume 8 Nomor 1, 2021, DOI: <http://dx.doi.org/10.25157/dinamika.v8i1.5098>
- Muhamad Mustamiin dkk. "Pelayanan Elektronik Masyarakat Desa sebagai penerapan Smart Village pada desa Sleman". *Jurnal IKRAITH-ABDIMAS*, Vol 3 No. 2, 2020, <https://journals.upiyai.ac.id/index.php/IKRAITH-ABDIMAS/article/view/483>
- Muhammad Edo Khoirul Majid, Naura Hafiza Ainayyah, Naila Amrina. (2019). "Optimalisasi Sistem Layanan Pengadilan Berbasis Elektronik Guna Menjamin Keterbukaan Informasi Menuju Pradilan Yang Modern". *Jurnal Legislatif*, Fakultas Hukum Universitas Diponegoro. Volume 3, Nomor 1 DOI: <https://doi.org/10.20956/jl.v3i1.10209>
- Zhean Esa Anugrah, Saifullah Zakaria dan Ivan Darmawa. (2022). "Evaluasi Sistem Pemerintahan Berbasis Elektronik (Spbe) Di Kota Bekasi Tahun 2020", *Janitra*

(Jurnal Administrasi Pemerintahan), Volume 2, Nomor 1, April DOI:
10.24198/janitra.v2i1.41097

Website & Others

Aditya Subagyo (et.el), (2022). *Dampak Implementasi Kebijakan Digital Governance Terhadap efektifitas Pelaynan Publik di Kantor Desa Kawali Kabupaten Ciamis*, FISIP Universitas Galuh.

Biro Humas, Hukum dan Kerjasama, Kementerian Hukum dan Hak Asasi Manusia Republik Indonesia, (2022). *Pentingnya Digitalisasi Demi Pelayanan Publik Yang Efektif*, dapat diakses secara online di <https://www.kemham.go.id/berita-utama/pentingnya-digitalisasi-demi-pelayanan-publik-yang-efektif>

NawacitaPost. (2022). Buapti Serang Launching Pelayanan Desa Berbasis Digital. Dapat diakses secara online di <https://nawacitapost.com/nasional/2022/10/14/bupati-serang-launching-enam-desa-digital-bank-bjb/>

Simon Kemp, Datareportal. (2021). *Digital 2021 : Indonesia*, dapat diakses secara online di <https://datareportal.com>

Vindya Budiman. (2021). *Panduan Fasilitas Replikasi dan Pelembagaan Pengembangan Sistem Informasi Desa (SID)*, Kolaborasi Masyarakat dan Pelayanan Untuk Kesejahteraan Kemitraan Pemerintah Australia- Indonesia Kompak, Bapennas, dapat diakses secara online di https://sikompak.bappenas.go.id/pembelajaran/view/32/id/materi_belajar/Panduan%20Replikasi%20SID/download.pdf

Wantiknas. (2022). *Upaya Digitalisasi Pelayanan Publik dalam Sektor Pemerintahan*, dapat diakses secara online di <https://www.goodnewsfromindonesia.id/2022/02/05/upaya-digitalisasi-layanan-publik-dalam-sektor-pemerintahan>