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The Public Value of e-Government at The Village Level

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Abstract

The villages as a local government which directly serve the public should always provide good public services. On this basis, this article analyses how the implementation of e-Government by village governments can contribute positively to the village's governance and public service seen from a public values perspective. The research method used in this research is the descriptive research method with a qualitative approach. Data sources come from secondary sources from books, journal articles and other relevant documents. The analysis results revealed at least 3 (three) public values from the adoption of e-Government at the village level, which are first the commitment of the village government to provide technology-based public services that would create good public services. Second the implementation of e-Government ensures the public's right to participate in government administration in which the adoption of technology and information provides rights for open and collaborative governance. Third, the implementation of e-Government encourages the acceleration of a digital society which would contribute positively to village development and create public welfare.

Keywords: *Community, e-Government, Technology, Public Service, Village*

Introduction

The bureaucratic paradigm in Indonesia has often been interpreted as an institution with various problems ranging from the low quality of human resources to the problem of corruption. This condition has implications for the performance of the bureaucracy, which is still far from what is desired, including the quality of public services, which are often received complaints from the public where the community have difficulty in easily accessing the public services provided by the bureaucracy (Hamirul, 2017).

The condition of the bureaucracy that has various problems is not taken for granted by the government. Multiple efforts have been made to reform the bureaucracy so that it becomes better and able to change as expected. The government's agenda to reform the bureaucracy began to be rolled out and became a national agenda. The purpose of this program is to change the character and culture of the bureaucracy, it is hoped that the reform of the bureaucracy will be able to make the bureaucracy more professional, transparent and accountable (Kementerian PANRB RI, 2015).

One of the efforts to reform the bureaucracy towards a better one is by utilising information technology in which advances in information technology that have developed well in Indonesia are used to support the bureaucratic reform program. The utilisation of information technology is expected not only to create efficiency but also expected to be able to create a transparent bureaucracy so that it will give a new character to the bureaucracy itself (Sudarto, 2006).

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Utilisation of information technology in the bureaucracy is known as the concept of eGovernment, where various experts reveal that e-Government, in general, can be defined as an information technology utility that is shown to support bureaucratic performance, including public services based on information technology. So, information technology has a function as a medium that provides convenience in implementing various bureaucratic functions (Nugraha, 2018).

The concept of e-Government in practice is considered to have succeeded in creating a good bureaucracy, this is as the result of reports from various parties including government reports stating that the implementation of e-Government has changed the character of the bureaucracy to be better, professional and transparent. On this basis, the application of the e-Government concept should be expanded in various government functions, to encourage the acceleration of bureaucratic reform implemented in Indonesia (Setiawan, 2020; Yunita & Aprianto, 2018).

The positive contribution from the implementation of the e-Government concept encourages various local governments to apply the e-Government in carrying out various government functions at the local level. The application of this concept is expected to be able to change the character of the local government bureaucracy for the better. The village government as a government bureaucracy that has the function to implement authority at the village level also has the responsibility to be able to create a professional, transparent and accountable local bureaucracy by adopting information technology. This is important because the village government directly deals with the community where the good or bad quality of the bureaucracy will be felt directly by the community, especially regarding public services.

The implementation of e-Government in the village has so far been shown by the use of information technology media such as computers in carrying out government functions. Village government officials are required to master information technology, especially those related to their respective duties so that government officials can be said to be apparatus that have utilised advances in information technology in the administration of village government. E-Government at the village level is also characterised by the existence of a village government website that provides village government information, ranging from information about villages to information about public services provided by the village government (Sulismadi, Wahyudi, & Muslimin, 2016).

The assessment of the success of e-Government implementation is mostly evaluated by the extent to which the village government functions carrying out its government functions by utilising information technology. For instance, how well the village government apparatus uses computers in carrying out their duties, or how well the village government website portal contains the latest information about the conditions that happen in the village. This assessment is seen from how well the village government uses information technology, so it is quantitative from the perspective of the village government (Govindaraju, Wiratmadja, & Haryana, 2016; Nugraha, 2018).

The assessment of the implementation of e-Government at the village level has not touched the extent to which the community receives benefits from the implementation of e-Government carried out by the village government, furthermore how the community responds to the implementation of the e-Government. Based on this understanding, it is necessary to conduct a study that looks at the implementation of e-Government by the village government from a public perspective, where the usefulness of e-Government is based on the community's response.

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Based on this understanding, this article aims to describe public values from the village government's efforts in implementing the concept of e-Government at the village level. It is hoped that the implementation of e-Government will not only be a program to provide public services to the community based on information technology but provide more value and more benefits on people's lives. Thus, e-Government is not defined narrowly as the use of technology in village governance but is identified as a medium that values and culture in society are based on information technology.

Methods

The description of the public value of e-government at the village level was analysed using descriptive research methods with a qualitative approach. This is in line with the aim of the research, which describe how the implementation of e-Government at the village level contributes positively to the community so the community has a good perception of the implementation of e-Government. The data in this article is secondary data obtained from various sources such as books, journal articles, web pages and other relevant sources. Data analysis was carried out through the check, re-check and cross-check stages based on the concept from Creswell (2007) in which the validity of the secondary data would be examined which was then used as a source of analysis for problems regarding the public value of e-Government at the village level.

Results and Discussion

The discussion and analysis in this article are divided into three sections, which consist of the implementation of e-Government currently being implemented at the village level, the public value of the implementation of e-Government implemented in the village, and the development of e-Government at the village level in the future. A more detailed explanation of these three things can be explained as follows:

On-going Implementation of e-Government at The Villages

The evolution of e-Government, according to (Layne & Lee, 2001) consists of four stages. First, e-Government in the form of a catalogue containing information. Applied to a simple organisation and integrated with other systems that are completed. Second, e-Government is more interactive by opening a two-way communication space between the government and the community. At this stage, transactions can already be carried out. In the third stage, there has been a more complex vertical integration between organisations. This means a hierarchical structural organisation is vertical, integrating into service with the same function. The fourth stage, called the more advanced stage, is where the level of complexity of the system becomes increasingly complex, marked by the integration of organisations with different functions. At this stage, e-government has become a truly integrated service for the community.

The concept of e-Government started to become an issue in 2001, after the issuance of Presidential Instruction No. 6 of 2001 concerning the development and utilisation of telematics in Indonesia. The various meanings of Electronic Government or often we are familiar with e-Government have basic universal principles. e-Government is an interaction process carried out by the government with stakeholders in using information and communication technology, aiming to improve the quality of good services between Government to Government (G to G), Government to Business (G to B), and Government to Citizen (G). to B). e-Government at the village level uses the information to improve relations between the village government and

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other parties by involving computerisation in paper-based procedures. This resulted in new ways of leadership, deliberation/discussion in formulating and setting strategies, transact in terms of services, conveying information and listening to or accommodating the aspirations of the community.

The issuance of Presidential Instruction No. No. 3 of 2003 concerning e-Government development policies and strategies, as a form of government commitment to create an effective, efficient and transparent government. This of course has consequences for increasing the quality of public services provided. The regional government in Indonesia has widely applied the implementation of E-government even at the village level. Each region has executed the implementation of e-government with steps to prepare the budget, infrastructure and IT management. E-Government is the best effort in improving government administration services, especially at the village level to the community to be better and more efficient.

Villages have an important role in carrying out digital transformation related to the concept of e-Government Readiness, where the ability to utilise technology and information improves government performance for development and community welfare. By reviewing the analysis of e-Government Readiness according to Wisnuwijaya and Kridanto (2006), the government's point of view (Government of e-Government) and the point of view of the user community (User/citizen e-Readiness). E-Readiness factors include the willingness and capacity factors (Wijaya & Surendro, 2006).

Diagram 1

Model e-Government Strategy
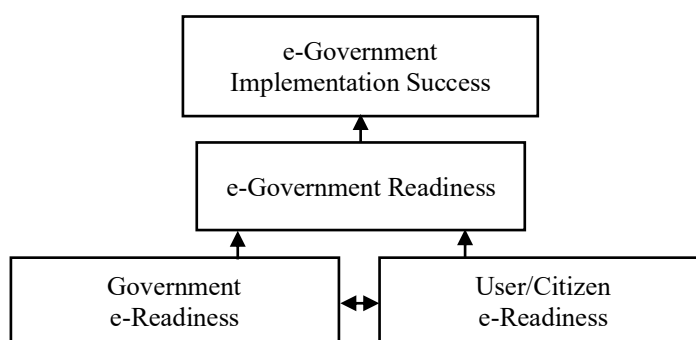
Source: Wisnujaya & Surendro (2006)

Based on the picture above, it can be seen that Government e-Readiness and User/citizen e-Readiness simultaneously become indicators of successful implementation of e-Government. In creating a system that is interrelated with one another. Based on this understanding, the success of e-Government implementation is based on the success of various elements involved in the e-Government implementation process.

e-Government issues at the village level

The implementation of e-Government at the village level has been carried out for more than a decade, although it still faced various problems. Thus, the execution of e-Government cannot be said to have been entirely successful (Yunita & Aprianto, 2018). One of the factors related to the successful implementation of e-Government at the village level related to Government e-Readiness factors, including:

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Image 1

Government e-Readiness
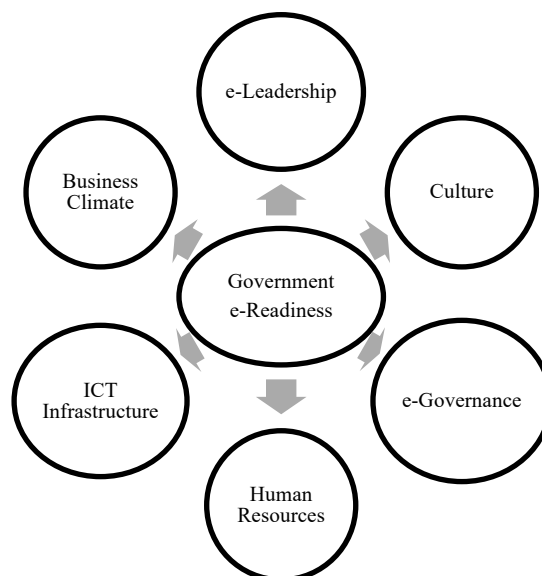
Source: Wisnujaya & Surendri (2006)

Based on the picture above, it can be explained that the concept of e-readiness associated with factors related to e-readiness from Wisnujaya & Surendri (2006) is as follows:

a. E-leadership, which is related to the priorities and initiatives of the village head leadership, greatly influences the implementation of e-Government at the village level. The authority of the village head is the foundation in the initial step of implementing e-Government in addition to being the initial step as well as the foundation for the implementation of digital transformation in village-level governance. However, regarding problems in the field, not all village heads take the initiative to innovate services in the administration of their government.

b. Culture is a factor concerning the acceptance of government officials in using technology. The application of e-Government automatically changes old habits with new habits, where the services provided to the community are digital-based. Although, the implementing actor is the village apparatus which plays an important role, the obstacles faced are usually the village apparatus has not been able to adapt to the demands of e-Government, where the services provided are still using conventional/traditional services.

c. Human Resources, this aspect concerns cognitive and technical abilities in using technology. The implementation of e-Government has consequences for a village that needs technically competent employees and can use technology. Currently, the village government in terms of recruitment of village officials/employees, still ignores the qualification of expertise for a formation/job. E-Government at the village level needs every village to have officers with cognitive and technical capabilities in using technology.

d. E-Governance, aspects related to governance have a major influence on the implementation of e-Government. Changing governance at the village level from conventional to digital is the first step in implementing e-Government. Although, governance is an essential factor in the application of e-Government, not a few villages

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are reluctant to get out of their comfort zone, considering that e-Government requires officials to have expertise in the IT field.

e. ICT Infrastructure, aspects of the availability of infrastructure in the implementation of e-Government, where the supporting infrastructure includes computers/laptops, the Internet, and applications. This becomes organisational support (organisational support) related to facilities and infrastructure. Infrastructure procurement is sometimes an obstacle to the absence of a budget. This can be a priority if the budget is formulated in ADD or other budget sources.

f. Business Climate, relates to market conditions, regulations, and a market system associated with the availability of hardware and software. The point is that a village sees conditions on the ground and demands, whether in the form of regulations or new habits that encourage the need for adaptation to new conditions or what we often know as digital transformation with the support of the availability of a device.

Based on the explanation above, the success of e-readiness is closely related to the six factors described above. Consequently, in a practical context, the application of e-readiness should also pay attention to these six factors because one element is closely related to one another. Based on this understanding, the implementation of e-Government at the village level should be interpreted as a commitment in adopting information technology in various aspects of life at the village level.

Public Value of e-Government at The Villages Level

The implementation of e-Government at village-level is not only assessed from a government perspective, which is defined as the extent to which village governments have an information technology infrastructure that can support government administration. The implementation also evaluates the extent to which village government officials can utilise information technology to support their work in public services. The implementation of e-Government should also be interpreted as the extent to which the community's response to the implementation of e-Government is that the community should receive the benefits of the e-Government implementation policy at the village level. Based on the analysis of various secondary data, at least 3 (three) public values exist in implementing e-Government at the village level. These three things can be explained as follows:

First, the commitment of the village government to provide technology-based public services would create good public services. The village has often been interpreted as a homogeneity of society that has a simple social system (Suparman, 2016), in this context it is not often that the village is defined as a society that has low technological utility when compared to the city, on this basis, the village community is associated as a society that does not need information technology in his daily life. One implication is that the village government is considered a public organisation with low technological utility in its government functions.

The implementation of e-Government at the village level will show the commitment of the village government to make advances in information technology a part of governance. This is at least the commitment of the village government in three respects, namely: the provision of information technology infrastructure, improving the quality of government officials in mastering information technology and the direction of village development based on the mastery of information technology.

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The provision of information technology is a consequence of the implementation of e-Government at the village level so that the village government should be able to provide information technology infrastructure, especially in village government offices. Furthermore, the provision of information technology infrastructure is proof that the village government accommodates advances in information technology at the village level so that in the future the village government is expected to be able to be a part of encouraging the advancement of information technology in the village.

The implementation of e-Government at the village level encourages village government officials to master the use of information technology. Therefore, the government officials will adapt to advances in information technology, especially those related to their work as village government officials who should provide public services to the community. This will indirectly improve the quality of village government apparatus resources so that in the end, it is hoped that they will be able to create competent village government officials in providing public services based on information technology.

The implementation of e-Government at the village level is evidence of the village government's commitment that future village development will always use information technology. This is based on the understanding that implementing e-Government at the village level is a long-term policy that should be on the agenda in village government development. Hence, it is hoped that this will be the commitment of the village government to constantly improve the village development based on the use of information technology.

Second, the implementation of e-Government ensures the public's right to participate in government administration in which the adoption of technology and information provides space for open and collaborative governance. One of the implementations of e-Government is to create a transparent and accountable village government bureaucracy where the community has the right to know the performance of village government officials in providing public services to the community.

Community space to participate in providing suggestions for improvement to the government will become more open with the use of information technology. Furthermore, suggestions and ideas given by the community do not have to be conveyed directly. Still, they can also be conveyed through information technology media so that wherever the community is, they can contribute to governance at the village level.

The existence of community participation in the administration of government is an important public value in which the community is given the right to participate in realising village development towards a better direction in which the contribution of community ideas becomes part of the village development. The rights of the community in village government administration can be explained in the following table:

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Table 1

Community's Rights in Village Government Administration

Government Administration	The Role of Technology	Community's Rights
Village Development	Development planning such as "Musrembang Desa" (Development Planning Deliberation Forum) can be carried out virtual/ teleconference by utilising technology media such as Zoom or Google Meet	The community has the right to be able to participate in making village development program plans, such as being involved in the virtual Musrembang Desa process so that it will realise transparency because it can be accessed by other community members virtually
Public Services	Utilisation of technology provides certainty and clarity of procedures, costs and time in public services	The public can access public services transparently because digital-based public services provide certainty of procedures, costs and time for the community
Community Empowerment	Utilisation of technology allows empowerment to be carried out virtually using teleconference media media	The community has the right to participate in digital-based community empowerment programs so that many community members can participate without having to come directly to the place where the activities are carried out.

Source: Researchers, 2022

Based on the table above, the implementation of e-Government will open the public's right to participate in the administration of village government and the village development process that is implemented. Therefore, it is hoped that in the future professional village government bureaucracy can be realised so that it will not only increase public trust in the village government, but it will also be able to encourage village development based on a bureaucracy based on the use of information technology.

Diagram 2

e-Government Encourages the Acceleration of The Digital Society
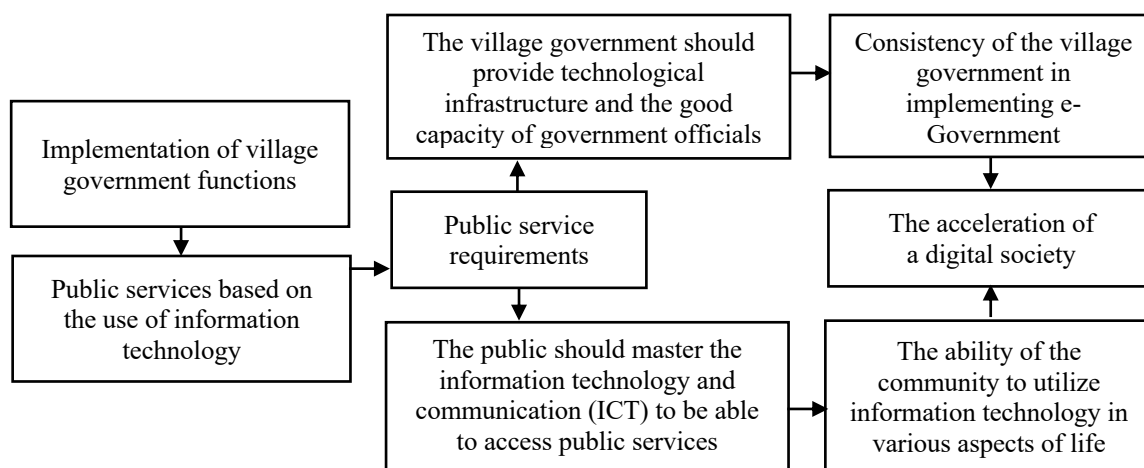
Source: Researchers, 2022

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Third, the implementation of e-Government encourages the acceleration of a digital society which will ultimately be able to contribute positively to village development and create prosperity. The implementation of e-Government, one of the goals to provide public services to the community, should be responded well by the community. This means that people who will access information technology-based public services should be able to use information technology because these public services can only be accessed by utilising information technology. Hence, people will be encouraged to adopt technology in the context of public services. Moreover, information technology-based public services can be appropriately implemented because it can be accessed by people who can take advantage of the utility of IT.

The condition of public services based on the use of information technology will encourage the adoption of information technology in the community so that in the end it will encourage the acceleration of the use of information technology in the community. The utility of information technology by the community is expected to be able to bridge the development of digital society at the village level, this can be realised due to the use of information technology by the community in various forms of social life and the support of the village government to consistently apply e-Government.

The Future of e-Government at The Village Level: Promoting Technology in Community

The application of e-Government at the village level should continue to be carried out considering the great benefits of e-Government for the village government and for the community. In the future, the implementation of e-Government should be a driving factor in realising the community's economy and community welfare. The e-Government development model that should be implemented in the future, among others, should include the following:

Diagram 2

e-Government at The Village Level
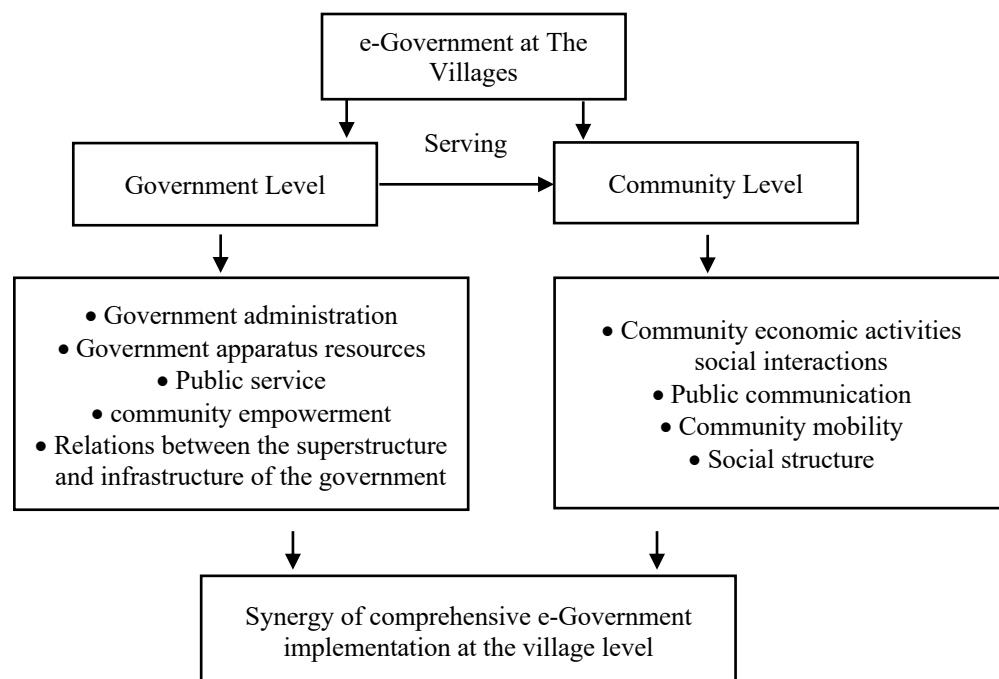
Source: Researchers, 2022

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Based on the picture above, the implementation of e-Government policy in the future should cover many aspects of community's lives. Therefore, E-Government at the village level is not only aimed at the performance of village government based on information technology but also at building village community based on the use of information technology. Therefore, two critical levels in the implementation of e-Government are the village government level and the village community level, which can be explained as follows:

Government Level

The implementation of e-Government at the village government level is not only limited to how the administrative functions of the village government are carried out, but it also should cover various aspects related to other government functions such as village development functions and community empowerment functions. Factors associated with the function of village government based on information technology include improving the quality of village government officials who should master the use of information technology, as well as implementing public services based on the use of information technology.

Aspects related to the function of village development include making the information technology development program part of the village development program so that the community can adopt the development of information technology. Another thing is that the village government should be able to utilise information technology as a medium that is able to become a catalyst in village development, village development will always be based on information technology because information technology can contribute positively to the village development process.

Aspects related to community empowerment developed in the implementation of e-Government at the village level, one of which is community empowerment in the digital field. The government should be able to create various community empowerment programs in the field of information technology so that the community will have understanding and knowledge in the field of technology. Furthermore, the government can develop community empowerment based on the work of the community, such as empowerment for farmers based on information technology where the village government encourages the use of information technology in agriculture. That way, the community will be empowered and able to apply information technology in accordance with the work of the community.

The expansion of the use of information technology at the village government level based on its functions is expected to be able to build a government bureaucracy based on information technology so that it is able to create a government that is accommodating to the development of information technology, as well as being able to develop a competent and professional government bureaucracy.

Community Level

The community should be directly and actively involved in implementing e-Government at the village level. In the process of implementing e-Government at the community level, it should be able to cover various aspects of people's lives, including the community economy based on the use of information technology, social interaction based on the use of information technology, social mobility and social structure based on the use of information technology.

First, community economic activities, economic activities for people who live in villages are an essential part of village life. People in villages have a livelihood in the same village, such as the agricultural village where farmers live in the agricultural village and the fishing village where many fishermen live in the fishing village. Based on this understanding, the economic activities in the village become part of the source of livelihood for the majority of

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the people living in the village so the implementation of e-Government policy is essential to do. The village government should promote information technology that is expected to increase community productivity and improve the economy. Thus the role of e-Government as a catalyst for the acceleration of economic activity for people living in villages.

Second, social interaction, rural communities are known as people who uphold the value of kinship and high social solidarity, in the context of social communication, rural communities have a high intensity so that one resident and other residents are familiar with each other (Agusta, 2007). The implementation of e-Government is intended to provide an alternative communication to the community where communication and interaction do not always have to be carried out physically or directly but can use technology media where communication is done virtually and will form social interactions digitally, this can provide more benefits to the community if digital social interaction is shown not just ordinary social interaction, but also in the context of beneficial social interactions such as interactions regarding community empowerment programs and other social activities so that technology benefits will emerge for community's social interactions in the village.

Third, mobility, one of the characteristics of mobility in the village is that a lot of mobility is carried out internally within the village itself, this is related to community livelihoods carried out in the same village so that the mobility carried out outside the village is not as intense as the mobility carried out within the village itself. The implementation of e-Government in the village should create mobility based on information technology, where modern transportation modes should also be part of the mobility in the village. Public transportation based on digital applications should be part of the village's mobility to create synergy between the development of information technology and the mobility in the village.

Fourth, the social structure, the social structure that exists in many villages, especially traditional villages are closed, the social structure minimally accommodates external cultural values (Angkasawati, 2015; Munawwarah, 2016), the implementation of e-Government is expected to be able to encourage a more open social structure in the sense of being able to accept changing times without leaving the local cultural values that already exist in the village. That way, there is a synergy between local cultural values with other cultures, especially the development of information technology which is expected to be able to contribute positively to the development of social structures in the future.

Various aspects related to community's lives based on the use of information technology are essentially intended to provide an increase in the community's quality of life, where technology is part of the success factor. Hence, the community cannot only accept the development of information technology but also make information technology a part of the community's life that directly benefit.

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Conclusion

The villages as a local governments directly serve the public should provide good public services, including implementing the concept of e-Government which is conceptually able to create a professional, transparent and accountable government. Furthermore, the implementation of e-Government should positively impact the community where the community should receive benefits from the implementation of e-Govenment at the village level. Analysis of e-Government implementation concludes that there are at least 3 (three) public values from the adoption of e-Government at the village level, namely: The commitment of the village government to provide technology-based public services would create good public services. Second, the implementation of e-Government ensures the public's right to participate in government administration in which the adoption of technology and information provides space for open and collaborative governance. Third, the implementation of e-Government encourages the acceleration of a digital society which would contribute positively to village development and create public welfare. These three things become an inseparable part of the implementation of e-Government at the village level, and even these three things can be used as indicators of the success of e-Government implementation at the village level.

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