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E-transparency in Providing Information Services Through Village Websites

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Abstract. Increasing e-transparency encourages village governments to provide information to the community through village websites. This research aims to provide an overview of e-transparency in providing information services through the village website. This research uses descriptive research with a case study approach. The research focuses on Kiknadze's theory, namely providing information through online media, offering online information to the public, and using e-platforms. Data collection was obtained through observation, interviews, and documentation. The research results show that Prambatan village website has quite complete features. However, providing information on the website is only limited to the activities carried out, while information such as village finances is not yet transparent enough, because the website manager has limitations in providing information that is considered private. However, in this case, the Village government has offered the community to participate in providing suggestions and input for the Village, but some residents still do not know about the existence of the website and are less active in providing suggestions and input. The village government has not fully implemented the Prambatan village website as an e-platform in decision-making. The Prambatan Village still uses the direct deliberation method.

Keywords: E-Transparency; Information Services, Village; Website

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INTRODUCTION

Information technology systems have become important in the current era of globalization. Information technology is also a means of supporting people's needs and lives. Information technology is now commonplace as a tool people use to carry out tasks, communicate, share information, etc (Abbas & Sutrisno, 2022). Instruction of the President of the Republic of Indonesia Number 3 of 2003 concerning Policy Strategy and National Strategy for E-Government Development is a serious step by the Indonesian Government to utilize information and communication technology in government processes and create an information-based Indonesian society (Nurhakim, 2014).

DPDTT Ministerial Regulation Number 1 of 2016 concerning e-government in the village ministry. Development of underdeveloped regions and transmigration by realizing very rapid advances in technology, information, and communication provides opportunities for fast and accurate access to information in carrying out the duties and functions of the Ministry of Villages,

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Development of Disadvantaged Regions, and Transmigration in providing services to the community (Kementerian et al., 2016).

In the context of e-government, one of the principles that must be fulfilled is transparency or openness. Transparency or e-transparency (electronic transparency) has the same meaning, only the media is different, e-transparency uses electronic media as an intermediary. Transparency allows other parties, whether personal or organizational, to see the existing reality without attempting to hide or change the facts. This indicates that transparency must show the truth without hiding anything. Openness or transparency plays an important role in public organizations because of the activities of public organizations, namely as policy and administration makers, public service providers, and government governance (Arkarizki et al., 2023).

The theory of financial management transparency in a conceptual framework that is by standards Government accounting states that the meaning of transparency is to provide open and honest financial information to the entire community based on the consideration that the community also has the right to be able to know this openly and comprehensively regarding the responsibilities made by the government in managing resources that can be trusted according to statutory regulations (Tâm et al., 2016).

The level of transparency in information services in Prambatan Village is still low, especially in village financial management. The village should provide access to information about the village to the community through the website. The community also has the same rights and access to be able to know the information service process, including in village financial management, because it concerns rights and aspirations related to community interests. Information services are services that attempt to fulfill individuals' deficiencies in the information they need (Hayati, 2019). The information services that are expected to be available on the village website are services that can provide information regarding village development activities, promotion of local wisdom and village culture, transparency in village financial management, archiving of data, and means for complaints and absorption of community aspirations. So having these information services on the village website will provide benefits to the community regarding the principle of transparency in village government.

The website itself is the main means of providing information to the public. Government websites can function as open windows that provide the widest possible access to public data and policies. With advances in technology, government websites have become an important tool in efforts to increase accountability, public participation, and more transparent decision-making.

Through websites, governments can provide various types of information, including government budgets, economic data, laws, government programs, performance data, and financial reports. The public can easily access this information anytime and anywhere without having to come face-to-face with village officials. Article 23 paragraph (4) Law Number 25 of 2009 concerning Public Services Organizers are obliged to manage Information Systems consisting of Electronic or Non-electronic Information Systems which at least include: organizer profile, implementer profile, service standards, announcements service, management complaints and assessments performance (Harahap & Harahap, 2023).

According to Kiknadze's theory in the book (Lubua, 2015), information services on village websites can also be used as a tool to increase public awareness about various development programs, regulations, and resources available in the village. In this way, village websites can become a forum for sharing relevant information, educating, and mobilizing the community in collective efforts to improve the quality of life in their environment. Therefore, this research emphasizes the important role of information services at village sites within Kiknadze's theoretical framework. Efforts to convey effective information at the village level can make a significant contribution to community development and participation, as well as open up opportunities for community empowerment in regional decision-making processes. In this context, this article will discuss further the benefits, challenges, and implications of information services on village websites to achieve sustainable development goals and governance. manage good government.

Previous research conducted by Muhammad Fikri Akbar in 2019 regarding the implementation of village websites in providing development information services in Hanura Village, Teluk Pondan District, Pesawaran Regency, stated that the results of this research showed that the implementation of the hanura. desa.id website was quite effective as a medium for disseminating village development information, both effects in mass communication studies (cognitive, affective, and conative) and interpersonal communication (openness, empathy, and supportive attitudes). Hanura Village can maintain its image as the first village to become a pilot village in providing development information services through the village website, thereby improving the quality of online-based services (Akbar, 2019).

In this regard, what differentiates this research from previous research is that the researchers used e-transparency theory in providing information services through the Prambatan village website. Kiknadze divides e-transparency into 3 (three) levels, namely: a. Involves providing information to the public through online media; b. The government offers online

information to the public and consults with them to get input on various issues; and c. The government can use e-platforms to facilitate various decision-making (Lubua, 2015)

Based on the Prembatan village website that researchers accessed, the website shows that there is no budget data uploaded by the village government via the village website. This means that people feel that transparency cannot be reached and accepted by society. Based on the description above, this research wants to examine further e-transparency in providing information services through village websites. This is important because the government is increasingly serious about developing e-transparency in the village of Prambatan and the percentage of internet users is increasing in the era of digitalization.

Based on this picture, it can be seen that there is no budget data uploaded by the village government via the village website. This means that people feel that transparency cannot be reached and accepted by the public. Based on the description above, this research wants to study further regarding e-transparency in providing information services through village websites. This is important because the government is getting more serious about developing e-transparency in the Prambatan village and the increasing percentage of internet users in the era of digitalization.

Therefore, this article will explain how transparency through websites can provide significant benefits, from increasing government accountability and responsiveness to increasing public trust and participation in decision-making processes. In addition, challenges that may be faced when implementing e-transparency will also be discussed, as well as strategies that can be implemented to ensure the effectiveness and sustainability of this initiative. Therefore, this article aims to increase understanding of the importance of e-transparency through websites as the main tool in encouraging government that is open, accountable, and responsive to community demands.

METHODS

This research uses descriptive research with a case study approach. In this research, researchers want to explore phenomena/ cases related to e-transparency in providing information services through the Prambatan village website using the e-transparency theory according to Kiknadze which includes: involving providing information to the public through online media; The government offering online information to the public and consulting with them to get input on various issues; and the Government using e-platforms to facilitate various decision making. In this case, researchers collect detailed and in-depth information using various data collection

procedures (Assyakurrohim et al., 2022). Researchers collected data through observation techniques, in-depth interviews, and documentation.

In this study, researchers used purposive sampling and snowball sampling techniques to determine research informants. There were 3 informants including the village Secretary, the Head of Finance, and the Community. In determining the sample of informants, the Prambatan Village Secretary and the Head of Finance used the Snowball Sampling technique, while the Prambatan Village community used the Purposive Sampling technique The data analysis techniques in this research are data condensation; data presentation (data display); and withdrawal conclusions (conclusions drawing) (Wanto, 2018).

RESULTS AND DISCUSSION

Prambatan Village is one of the villages in the Balen sub-district, Bojonegoro Regency. In this case, it is known that the provision of information services in Prambatan village through the village website has not implemented information transparency through the website properly. The public should get information easily through the website, but in reality, the transparency that the public should receive has not worked well because there are no detailed and continuous updates on activities on the website. Therefore, it is necessary to research to find out how e-transparency is in providing information services from the Prambatan village website. However, first, you need to know what features are offered through the Prambatan village website, which are as follows:

1. Features and information on the village website obstacle (desa Prambanan, n.d.):

The features provided must be what the user needs because this will be the case to influence the satisfaction user system (Iqbal et al., 2021).

a. Home page

b. Profile

In this profile feature, there are information services such as Vision and Mission, Village Government SO, Monographs and Population, Village Government Duties, and Contacts.

c. Institution

Information services in the Institution feature include Village Consultative Body, PKK, Posyandu, Karang Taruna, LPMD, Linmas, RT-RW, Farmers' Groups, Groups, Community Information Groups, Village-Owned Enterprises, and Village Libraries.

d. Service

Service is any action or activity that can be offered by one party to another party, which in essence is not tangible and does not result in ownership whatever (Kanedi et al., 2017). The

service features provide the public with information services regarding the Independent Farmer Program, Productive Trader Card, Scholarships, Issuance of KTP, Issuance of KK, Making Deeds, PKH, BPJS Health, and Death Compensation.

e. PPID

In Law No. 14 of 2008 concerning Openness of Public Information Chapter 1 General Provisions, Article 1 explains that PPID (Information and Documentation Management Official) is an official who is responsible for storing, documenting, providing, and/ or service information in public bodies (Khusna & Sugiharto, 2018). PPID contains information services such as List of Public Information (DIP), Administrative Data, Education Data in KK, Education Data Taken, Employment Data, Religion Data, Gender Data, and Age Group Data.

f. Village Transparency

The village transparency services provided are regarding Budget Transparency, Work Plans, and budgets, Report Data, and Social Security.

g. Regulations

Regulation is a rule made to help control a group, institution/organization, and society to achieve certain goals in life together, socialize and socialize (Silalahi, 2020). Information services regarding regulations include Government Regulation Laws and Ministerial Regulations

h. Potency

Potential according to Nurhayati (2017) is an ability that has the possibility of being developed, such as strength, ability, and power that can be developed to become greater. The term potential is not only indicated for humans but also for other entities, such as the term potential area, potential tourism, and so on (Endah, 2020). The potential that the village has includes the following: Food Sector, and Livestock or Fishery Sector.

i. Login

Login features load for Administrators and Self Service.

Based on previous research conducted by Novi Sofia Fitriasari in 2021 regarding the e-government website as an information medium for the Lontar village community, it was said that the Lontar village website as information management is used as a public information medium that can be accessed online. The Lontar village website offers features such as village history, village profile, village news, village gallery, tourism potential, local community products or business potential, and village statistics (Fitriasari et al., 2021).

So, it can be said that the features on the Prambatan Village website are quite complete because they contain many information services related to the Village government. The

Institutions, Services, and PPID features include features that are rarely found on other village websites. It's just the features that the Prambatan village website cannot be accessed freely by the public, even when clicked they will immediately return to the home menu. It was found that there was no information uploaded on the village transparency feature, even though the community has the right to know transparency regarding the village budget, just like the Village APBD. This can be said to be less in line with the principle of transparency. "Transparency in the context of public service delivery is open, easy, and accessible to all parties who need it and provided adequately and easily understood" (Bonaldy et al., 2018).

Based on the results of interviews conducted by researchers with the Head of Finance who said that some information on the Village website could not be accessed "because village operators come from village officials where the village officials have their duties and their function as village officials to become operators is only as an additional task". The Head of Finance officer also asked why the operation of the Prambatan village website had not met transparency standards by the village website management guidelines, and answered that "because not all village information is public and must be provided via the village website, therefore the operator does not provide information which is private in village government. "The principle of transparency provided by the Prambatan Village Government to the community through the village website only conveys information regarding the amount of the Village APBD every year." However, after the researcher checked again, it turned out that the Village Revenue and Expenditure Budget (APBDesa) had not been uploaded to the Prambatan Village website, this was certainly not to the informant's statement.

What you need to know is that openness of information regarding various matters in the implementation of government is one of the principles that must exist in transparency. This is by what is stated in Law Number 14 of 2008 concerning Openness of Public Information where in Chapter 2 Article 2 Paragraph 1 it is stated that every public information is open and can be accessed by every user of public information.

2. The concept of e-transparency on the Village website

Kiknadze in the book (Lubua, 2015) describes the concept of e-transparency as an orientation cycle by grouping three levels, namely: first, involving the provision of information to the public via online media; second, the Government offers online information to the public; and third, the Government can use e-platforms to facilitate various decision making.

a. Involves providing information to the public through online media

With the Industrial Revolution 4.0, the government is required to utilize technology in government processes, by utilizing information and communication technology, good governance will be created as a means of conveying information from the government to the public and the public to the government. can delivered in a way effective and efficient (Fahmi et al., n.d.).

In providing information, it can be seen from the efforts made by the Prambatan village officials who always provide information on events occurring in the surrounding area, such as activities in the Prambatan village. As a result of observations, the Prambatan village website strives to continue to take into account the appropriateness of the news they provide on the village website. Before publishing activities in the village of Prambatan, consideration is needed regarding the appropriateness of information on activities carried out by the village of Prambatan. The Prambatan Village Government conveys information that is important and needs to be known by the village community.

Based on the results of interviews conducted by researchers with several people in Prambatan Village, show that some people don't even know and have never accessed the Prambatan Village website, then there was one community member who said "I got information about news/activities held by Prambatan village, there There are also population statistics and programs that have been implemented by the village of Prambatan and many more." Another community member added that "Prambatan Village provides online services, residents can also find out all information about the village in the application. "There are several icons that can be found in the application, including Village Profile, Village Information, Gallery, MSMEs, Community Activities, Village Head Reports, Micro PPKM, Online Services, Waste Bank, PKK, Demography, and Training."

What the researchers can conclude is that the provision of information by the Prambatan Village Government to its community is limited to information that only consists of activities/ programs carried out, but not important matters such as village financial management. As was known in the previous discussion, the Head of the Finance officer said that "not all village information is public and must be provided via the village website, therefore operators do not provide information that is private to the village government. The principle of transparency provided by the Prambatan Village Government to the community through the village website only conveys information regarding the amount of the Village APBDes each year," but it turned out that after checking there was no upload regarding the Village APBDes.

b. The government offers online information to the public and consults with them to get input on various issues

The Village government must communicate well with the community so that the community can channel their suggestions and input to the Village government. The importance of good relations between the village government and its community to create aligned goals. In this case, the existence of a Village website can be an intermediary/ media for consultation regarding all problems occurring in the village. Websites are one source of information that is widely used, the purpose of websites is so that users can interact with information providers easily and quickly via the internet. The features connected to the website are not just a collection of animations or text but also sound images, or a combination of all of them dynamic and mutually related (Wijaya et al., 2022)

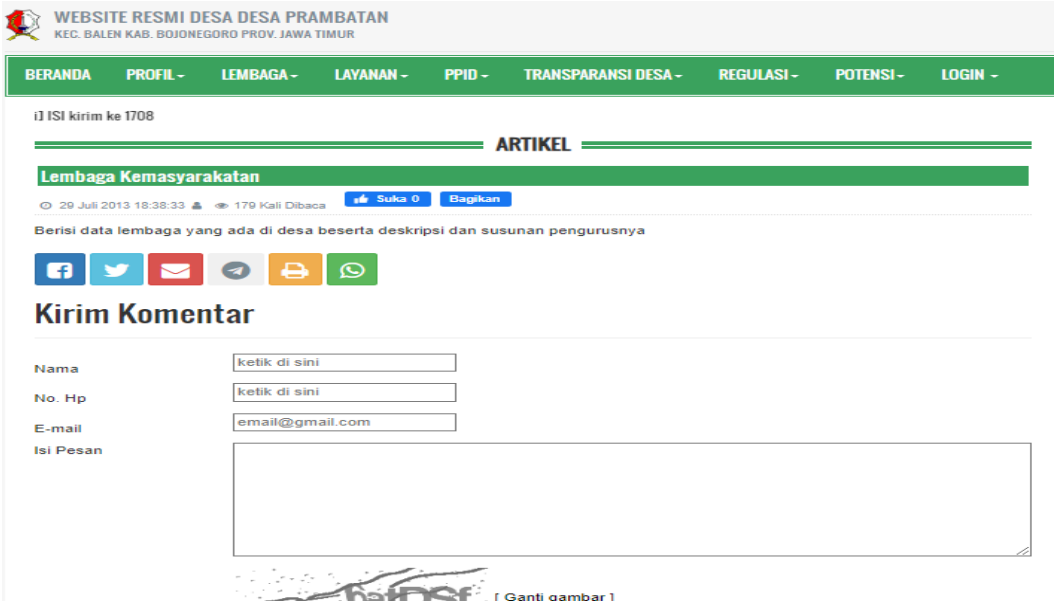


Figure 1 Prambatan Village Website (Source: https://Prambatan-bjn.desa.id/)

Based on the results of an interview with the Prambatan Village Secretary who said "The Village government offers the community to provide suggestions and input to the Prambatan Village government through the comments column on the Village website. "In the comments column, the public can provide constructive responses, criticism, and suggestions for the Prambatan Village government." However, it's just that the community is not very active in providing suggestions and input to the Prambatan Village government. Several residents also answered "never" when researchers asked about providing suggestions and input to the Prambatan Village government. In fact, according to the results of the researcher's interviews

with several residents, they admitted that they did not know about the existence of the Prambatan Village website, "they did not know about the website, even if they knew, I would have suggestions and input that I would give."

Knowing this is very unfortunate because some people still don't know about the existence of the Prambatan Village website. Of course, the thing that the Prambatan Village government can do is disseminate information about the existence of the village website so that many people know about the existence of the Prambatan village website and can access it at any time when they need information about the Prambatan Village government.

Based on previous research conducted by Muhammad Fikri Akbar in 2019, it was stated that the Hanura village website contributed to improving village development information services which increased the number of people accessing the village website because the information presented was quite diverse and updated. Therefore, it would be a shame if the Prambatan village website does not utilize the village website as an information service that is easily accessible to the public. The Prambatan village government needs to carry out comprehensive outreach to the Prambatan village community to attract people to access information through the website, and of course, the website operator needs to continuously update activities to maintain its existence (Akbar, 2019).

c. The government can use e-platforms to facilitate various decision-making

In the current era of digitalization, it cannot be denied that decision-making regarding everything can also be done via e-platform. The progress of this era naturally requires the Village Government to participate in implementing it. This is done so that decision-making via e -e-platform can be more flexible and accessible easily to the community. Making a decision is action rational and logical in a set decision via ; (1) identifying the problem ; (2) making a solution alternative ; (3) choosing a solution; and (4) implementing and evaluating the solution (Mahanum, 2021).

Based on results In an interview conducted by the researcher with the Secretary of Prambatan Village, the statement was obtained that "it is not possible to make decisions in the village government via the village website, because every decision is made during village deliberations from elements of the Village Head, Village Apparatus, BPD, and Head of the RT/ RW." Then, according to the results of the researcher's interviews with several people from the village of Prambatan, again they also said that "never/never" has the Prambatan village government involved the community in decision making. However, some people said that the Prambatan village government had involved the community in conveying development goals,

"once, involving the community in conveying the development goals that were planned to be implemented in Prambatan village".

Using e-platforms to facilitate various decision-making :

1. Identify the Problem

In this case, it is known that the problems in the decision-making process are caused by the Prambatan Village government never or never involving the community in decision-making via e-platform. This was done because there are still many people who do not know about the existence of the village website, so decision-making via e-platform is considered inappropriate if applied within the community of Prambatan Village.

2. Create Alternative Solution

Knowing this problem, the alternative solution provided by the Prambatan Village government regarding decision-making is to use conventional methods by carrying out direct deliberations.

3. Chose a Solution

The Prambatan Village Government provided a solution using conventional methods because it was considered more appropriate if applied within the Prambatan Village community. This direct deliberation involves elements of village officials such as the village head, village apparatus, BPD, and RT/ RW heads, as well as community leaders. This alternative solution is considered more effective if implemented within the community of Prambatan Village rather than using an e-platform for decision-making.

4. Implement and Evaluate Solutions

The implementation of direct deliberation in decision-making is carried out to involve the community in development planning or matters related to village budget transparency. As the informant explained in the previous discussion, not all information or data is uploaded via the village website because it is private.

This indicates that the Prambatan Village government has not implemented an e-platform for making decisions. The Prambatan Village Government still uses conventional methods, namely by holding direct deliberations attended by elements of the Village Head, Village Apparatus, BPD, and RT/ RW Heads. However, this does not mean that using the e-platform method or even using conventional methods through deliberation will directly influence the quality of decisions, but only because the intermediary/ media makes a difference, and of course more or less does not affect the quality of decision making.

However, in this case, the advantage of using an e-platform in decision-making is that it will be more flexible and practical for people who are used to using digital media in their daily lives. Of course, it is not only the Prambatan Village Government that still uses conventional methods, but researchers believe that of course there are still several village governments that do the same thing, namely using direct deliberation methods in decision-making.

CONCLUSION

The village website of Prambatan has quite complete features because it contains many information services related to the village government. However, providing information services to the website The Prambatan Village is limited to the activities or programs it carries out, while important information such as village finances is not yet transparent enough, this is because the operator/manager of the Prambatan Village website has limitations in providing information that is considered private. However, in this case, the Village government has offered the community to participate in providing constructive suggestions and input for the Village government, however, some residents still do not know about the existence of the village website and are not active in providing suggestions and input. The Prambatan village website as an e-platform has not been fully implemented by the Prambatan village government in decision-making. The Prambatan village government still uses conventional methods, namely through direct deliberations attended by elements of the Village Head, Village Apparatus, BPD, and RT/ RW Heads

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