

Acceleration of Public Services Through the Program E-Village in Improving Village Government in Pematang Johar Village

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Abstract. Pematang Johar village government is a village that has a lot of potential that can be developed and becomes a program that can improve governance in the village environment. The programs that are carried out in improving the administration of village governance in Pematang Johar Village cannot be separated from the strengthening of village government through programs that serve as an increase in knowledge and skills of human resources, especially in providing optimal services to the community. The program in question is the E-Desa program which aims to provide optimal services to the people of Pematang Johar Village. However, the program still requires steps that can be used by all village communities in obtaining public services in Pematang Johar Village. The purpose of the study was to determine and analyze the acceleration of public services through the E-Desa program in improving village governance in Pematang Johar Village. The method used in this research is qualitative. Strengthening village government in improving public services requires skilled human resources and can carry out the steps in implementing the E-Village program. Not only human resources (village government apparatus) must have the skills and knowledge in using the E-Village program through Android phones, but the community must also be able and understand the use of this program

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INTRODUCTION

Talking about the context of public services cannot be separated from the notion of helping the community in achieving goals, either directly or indirectly. This public service is carried out by the government, in the form of activities that have elements of attention, willingness and readiness in providing satisfaction to customers (society). Improving the quality of public services through excellent service means closing the gap between the perceptions of service providers and service users on the process and service outcomes. The most important public service problem in realizing quality services is the readiness of human resources and infrastructure that support the administration of government. Quality services can have implications for good governance. (Hajar, 2021) that the context of public service can't not be separated from the meaning of helping and providing convenience to the community either directly or indirectly. The implementation of services carried out is part of the implementation of policies that must be given

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to the community as well as possible through efforts to provide services so that they can be linked to the development of human resources in the field of public services. Providing the best service is one of the performance results that can be carried out by the village government to achieve community satisfaction.

Law Number 25 of 2009 concerning Public Services in Pasal 1 Point 1 explains that public services are activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods, services and or administrative services provided organized by public service providers. Meanwhile, the Decree of the Minister for Empowerment of State Apparatus Number 63 of 2003 defines public services as all forms of services carried out by Government Agencies at the Center, in the regions and within the State-Owned Enterprises or Regional-Owned Enterprises in the form of goods and or services, both in the context of efforts to fulfillment of community needs as well as in the context of implementing the provisions of laws and regulations. The nature of public services (Holle, 2011), among others:

1. Improving the quality and productivity of the implementation of government duties and functions in the field of public services.
2. Encouraging efforts to streamline service systems and management, so that public services can be carried out more efficiently and effectively.
3. Encouraging the growth of creativity, initiative, and community participation in the development steps as well as in efforts to improve the welfare of the wider community.

The implementation of Law Number 6 of 2014 concerning Villages has brought about very significant changes in village development, including stronger village independence and increased community welfare as well as an increase in public services in government administration. However, not all villages that implement this village law become advanced because they are not supported by the capabilities and knowledge of human resources (village government apparatus).

The application of services to the community and the independence of the village community are the focus in achieving development goals, especially in the village. So, (Hardiansyah, 2011), states that there are three dimensions of the quality of public services as follows: 1) This responsiveness measures the responsiveness of providers to the expectations, desires and aspirations and demands of customers; 2) Responsibility or responsibility is a measure that shows how far the process of providing public services is carried out without violating the provisions that have been set; 3) Accountability or accountability is a measure that shows how large the level of conformity between service delivery and external measures that

exist in the community and are owned by stakeholders, such as values and norms that develop in society.

However, the enactment of Law Number 6 of 2014 has become a dilemma in the administration of village government, because there must be village government readiness regarding all aspects that can support village governance to realize good governance. As stated by Solekhan (2012) that the functions of the village government are 1) Organizing village household affairs, 2) Carrying out development and community development, 3) Implementing community participation and self-help development, 4) Carrying out fostering peace and public order, 5) Carrying out village economic development, 6) Carrying out deliberations on dispute resolution, 7) And so on.

Government as a collection of people who manage authorities, carry out leadership and coordination of government and community development from the institutions in which they are placed. (Sihabudin, 2010) argues that government is an organization or forum for people who have power and institutions that take care of state problems and the welfare of the people and the state. Then, (Solekhan, 2012), explained that the implementation of village government is regulated in Law Number 32 of 2004 which has implications for changes in the relationship between the village and the supra-village (district/city) and brings about changes in the power relations between political forces at the village level.

Hajar, (2017), also emphasized that democratic village governance (participatory, accountable, transparent and responsive) can be stronger, legitimate, and able to work effectively if it is supported by alignment, balance and trust between elements of governance in the village. So the village government is required to make serious changes, whether in terms of leadership, bureaucratic performance oriented to quality services.

Public services in the era of the industrial revolution 4.0 are closely related to the use of technology, and this is a challenge that must be faced to organize government in realizing excellent service. Tini (2019) in responding to the challenges in the era of the industrial revolution 4.0 to realize service quality, it must be supported by technological facilities or facilities, transparency, speed, convenience which are the keys in producing service innovations in government administration. Then, Basyriah et al., (2020) that technology cannot be separated from innovation in government administration which greatly affects the performance of ASN in carrying out public services, so the industrial revolution 4.0 era, it strongly supports bureaucratic performance so as to facilitate services in the effectiveness of government administration. This service-based technology is also the main reason for the creation of the e-village program in

village administration in Pematang Johar Village. Public services in administrative management in Pematang Johar Village require service innovations that can be one way to provide convenience and help the community, either directly or indirectly. The implementation of e-village services is an innovation that can provide convenience and be affordable for the community in a precise and fast manner to realize good governance.

Efforts must be made by the village in realizing the village development goals contained in the Village Law, then each village must have creativity in producing innovations that can support the implementation of the village policy, especially the provision of services to the community. Krishno Hadi, n.d. and Ikhsan, et.al, (2003) stated that the implementation of village government through the process of carrying out administrative functions in accordance with existing provisions, where this process is an activity that aims to mobilize the community in its participation to build and realize the independence and empowerment of rural communities. in a transparent, law-abiding and accountable manner. Thus, it is important to have a program or activity that can optimize public services at the village level as implemented by Pematang Johar Village, namely the E-village Program. This program aims to optimize public services in accordance with the development of the digitalization era.

The main priority in implementing village government in Pematang Johar Village is community service in accordance with applicable regulations. Provide good service and produce convenience and fluency in the effectiveness of village government to realize the success of village development. However, in the implementation of the E-Village program, there are still obstacles and problems that arise in the Pematang Johar Village community, namely ineffective communication procedures and the low level of discipline of the village government apparatus and the level of ability in implementing this program is also still low both the apparatus government and rural communities. This is also illustrated in the results of research conducted by Hajar, (2021) that the minimal level of ability of village officials in providing services and meeting community needs will be an obstacle in the effectiveness of village governance.

Actions that need to be implemented in the implementation of optimal services in the administration of village governance are that innovations must be created that can support change and develop village development. The innovation of the E-Village program in Pematang Johar Village is expected to improve public services in all aspects, including increasing the independence and creativity of rural communities in participating in building and developing villages in accordance with the village goals to be achieved. From the results of this study, it is

expected to produce an E-Village program that can provide optimal service to the community in accordance with the standard operating procedures that have been set.

METHODS

The method used in this study is a qualitative descriptive method, which is a type of research that seeks to describe the object or subject under study in accordance with what it is with the aim of systematically describing the facts and characteristics of the object under study accurately and understanding each context of the phenomenon. This research was conducted with a descriptive method with a qualitative approach. Creswell, (2014), argues that qualitative research is methods to explore and understand the meaning that several individuals and groups of people consider to be derived from social or humanitarian problems. This qualitative research process involves important efforts, such as asking questions and procedures for collecting specific data, analyzing data inductively from specific themes to general themes, and interpreting the meaning of the data.

For the data collected to be useful, it must be processed and analyzed first, so that it can be used as a basis for decision making. The purpose of the data analysis method is to interpret and draw conclusions from the collected data. According to Sudianing & Sandiasa (2020) that qualitative analysis is a process of organizing and according to data into patterns, categories and basic units of description so that themes can be put forward and in accordance with those suggested by the data. The qualitative method in this study aims to obtain a clear, systematic, factual, accurate and valid description and description of the implementation of e-Village in improving public services in Pematang Johar Village.

RESULTS AND DISCUSSION

Law No. 32 of 2004 article 1 paragraph 12 explains that a village or what is called by another name is a legal community unit that has territorial boundaries that are authorized to regulate and manage the interests of the local community, based on recognized origins and local customs. and respected in the system of the Government of the Unitary State of the Republic of Indonesia.

Village Administration, in Government Regulation no. 72 of 2005 concerning Villages, article 1 paragraph (6) states that village government is the administration of government affairs by the Village Government and the Village Consultative Body (BPD) in regulating and managing the interests of the local community based on local origins and customs that are recognized and

respected in the system. Government of the Unitary State of the Republic of Indonesia. The village government consists of the words government and village, the government means the organ that carries out or the official who exercises state power. While the definition of village government according to article 201 paragraph (1) states "The village government consists of the village head and village officials", this article implies that the village head as an element of leadership carries out duties and obligations in the executive field assisted by village officials.

As an element of village administration, the village government has the task of carrying out government, development, and community affairs. Solekhan (2012), states that when viewed in terms of its function, the village government has the following functions:

1. Organizing village household affairs
2. Carry out community development and development
3. Carry out community participation and self-help development
4. Carry out the development of peace and order in the community
5. Carry out village economic development
6. Carry out dispute resolution consultations.

Pematang Johar Village is the best village in North Sumatra Province and the 2nd best village at the national level, which has 18 hamlets and a village area of $\pm 2,217.84$ Ha. Pematang Johar Village is geographically located at an altitude of $\pm 0 - 25$ m (from sea level), rainfall from 0 – 30 mm/year, and the expanse of the area is lowland while the average temperature is: 240 C – 310 C. Number of inhabitants of the village Pematang Johar has 14,807 people consisting of 7149 (women) and 7659 (men), and almost 50% of the population earns a living as farmers. This village has a variety of village potentials that can be developed, including batik handicrafts (rice field batik and mangrove batik), tempe chips, rice field tourism (because of the vast potential of rice fields), and others.

The development of Pematang Johar Village in the era of the industrial revolution 4.0 has experienced rapid progress, one of the efforts made by the village government is to create programs that can help village communities to take advantage of public services. The implementation of administrative services in Pematang Johar Village is carried out through the E-Village program which aims to make it easier for village communities to get excellent service related to document management. The implementation of the E-Village program in Pematang Johar Village is also an effort to minimize mal-administration cases that often occur in the effectiveness of village government in providing services to the community. This is in accordance with the vision and mission of Pematang Johar Village, namely:

Vision: Realizing Pematang Johar which is advanced, independent, serving, and religious.

Mision is

1. Increase physical and non-physical (HR) development through village funds
2. Increase community self-help participation
3. Revitalizing the culture of gotong royong with the theme of fixing the hamlet, building the village
4. Conducting entrepreneurship coaching for youth and the community
5. Providing skills to youth and mothers
6. Encouraging the community to buy products made in Pematang Johar village
7. Calling for shopping at Pematang Johar Village
8. Improving the discipline of village government apparatus
9. Increase village PAD through BUMDES
10. Provide guidance and training for community services to village officials
11. Explore and develop village potential
12. Turning Pematang Johar into a tourist village.

The elaboration of this vision and mission is then realized with the e-Village program which aims to provide convenience in serving the interests of the community. However, even though this program has been implemented, it is also necessary to improve the capacity of the village apparatus in using the technology system as a tool or facility to implement the e-Village program.

This E-Village program can be used by village communities using Android mobile phones, for example, obtaining a domicile certificate which can be directly managed through this program so that people do not have to go to the village office and wait for the required documents or letters to be completed. The implementation of the E-Village program must also be supported by adequate facilities and infrastructure, such as computers, internet networks, and mobile phones for the community.

Adequate facilities are very important in supporting the acceleration of the implementation of the E-Village program in Pematang Johar Village and are not only limited to facilities but also related to the ability of village officials to apply the E-Village program so that they are able to answer and provide solutions for village communities who take advantage of this public service program. One thing that is really needed in accelerating the implementation of the E-Village program is an internet network that can be optimal in supporting the use of the E-Village program application both from the office and from the community's home.

However, the internet network and facilities to support the acceleration of the E-Village program are very basic problems for the use of this program application. This problem tends to be experienced by rural communities because not all village communities have cellphones that can support the use of the E-Village program application produced by the Pematang Johar Village Government. Regarding the availability of internet-based information technology systems, the Pematang Johar village office has been equipped with internet network (wifi) facilities to support the implementation of office tasks, such as e-mail, searching for information sources and references, uploading regulatory files and so on.

Based on the results of research from Tussholihah (2014); Nugroho (2016) suggests that the problems that often arise in public services are related to the bureaucratic system that has not been effective and efficient due to inadequate human resources. Furthermore, Nugraha (2018); Herizal et al., (2020) also explains that the quality of public services organized by the village government depends on the system used or utilized by the community as an effort to meet needs, but in realizing quality services it must be supported by adequate resources, including facilities and infrastructure. and the capacity of human resources (village apparatus and village communities).

Ali & Saputra (2020); Nurdin (2019) that there are several efforts that must be made in improving the ability of village government officials to provide good public services to the community, namely participating in training. One of the things done by village leaders, namely the Village Head, in improving services and supporting the acceleration of the E-Village program is to involve village officials in information system training, the use of technology, because in Pematang Johar Village the use of information technology systems is not only the E-Village program. , but also a village financial management application, namely Siskeudes (village financial information system) which functions to prepare APBDs, administration and village financial accountability. This application is provided by the Financial and Development Supervisory Agency (BPKP).

Other support needed in the development of this administrative service program is the e-Village program administration service guide and Standard Operating Procedures (SOP) for the e-Village program, so that it can make it easier for people to use administrative services with the Android technology system. Public services provided to the community are related to community needs so that there is an assessment of service quality and access to basic services as the performance of village government. The services provided by the village government must comply with the service standard operating procedures (SOPs) that have been established based

on applicable regulations. The service in question is the fulfillment of administrative needs for both correspondence and other matters. The service procedure in question is the provisions in the regulations governing administrative procedures so that they can carry out quality services.

Dorania Lumbanraja (2020), the concept of public services implemented in the administration of village government, must be able to collaborate with the use of information technology, especially aiming to improve service quality, because service quality is not only focused on results, but must look at the process of forming output because of input and output. process of the implemented system. However, Tussholiah (2014) suggests that the problems that often arise in public services are related to the bureaucratic system that has not been effective and efficient due to inadequate human resources. Then, Hamirul (2018); Muharam (2019) explained that in the implementation of village governance as regulated in the Village Law Number 6 of 2014, it must be able to carry out public services oriented to village autonomy, where the implementation of village autonomy is intended for decentralized development which is part of efforts to survive in the era of globalization and essentially to meet the needs of the Indonesian people who are increasingly diverse due to the historical and geographical differences of each region. In this regard, the Pematang Johar village government in realizing excellent service for the community, namely e-Village which aims to facilitate administrative services needed by the community such as documents or personal identities and other documents.

The optimization of public services provided through the e-Village a program is one of the performances of the Pematang Johar Village Government. However, this program has not been realized properly due to inadequate facilities and infrastructure so that it cannot support the activities of this e-Village program optimally. With limited resources, it is necessary to accelerate the implementation of the e-Village program so that it can improve the quality of public services as it should.

The e-Village program aims to support the effectiveness of village administration in Pematang Johar Village, so that it can build and develop villages according to community needs. The success of village development carried out in the administration of village government through programs that are run is one that can reflect good performance to realize good governance. The implementation of the e-Village a program in Pematang Johar Village has been implemented since 2019 but has not been implemented properly and correctly. However, the village government continues to improve and revitalize information systems and technology that can support the acceleration of the e-Village program. Thus, it is not only related to adequate

technology but also related to the ability of human resources and facilities and infrastructure that support the implementation of the e-Village program in the administration of village government.

CONCLUSIONS

The implementation of village government in Pematang Johar Village is carried out with various programs and activities that can support effectiveness in the implementation of public services. The program implemented as produced by the Village Government, namely the e-Village program must be able to provide benefits to the community so that village development and development can achieve the expected goals and in accordance with applicable regulations. This e-Village program really needs resources that support both physical and non-physical, including an optimal network system, facilities (related to software that can be continuously used by the community), existing facilities and infrastructure owned by the community. The implementation of the e-village program also cannot be unilateral in its use because it must look at the conditions of the community, because not all people can have an Android phone that supports this e-village program and requires a network to use the e-village application. So, as a recommendation that can be given in this study, that the village government should be able to provide facilities, facilities and infrastructure that can be used by the community for 24 hours. This is related to the working hours of existing village officials because they must be able to work in shifts at the village office.

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