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Analysis of E – Government Prospects Towards the Vision of Indonesia 2045: Tihengo Village Service Performance Study

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ABSTRACT

This research is entitled E-Government Prospect Analysis Towards Indonesia Vision 2045 (Tihengo Village Service Performance Study). This research method uses a qualitative approach with collective case studies where the focus of the research includes, a. Quality of work, b. Honesty of employees, and c. Initiative. The research informants determined by the author include the Tihengo Village Head, 1 person, 1 person from the Tihengo Village BPD members, 2 Tihengo village officials, 4 community leaders so that the number of informants in this study was 8 people. However, in this study the data was collected by analysis, interviews, and observations. research and discussion E-Government Prospect Analysis Towards Indonesia Vision 2045 with a study of Tihengo Village Service Performance seen from the Quality of Work as a Driving Factor for Village Apparatus Performance is still lacking as seen in the violation of regulations, Employee Honesty as a driving factor for Village Apparatus Performance is considered good seen in the value of employee responsibility and initiative as a driving factor for village apparatus performance seems to be less caused by the resource factor.

Key words: *E – Government, performance, Service*

INTRODUCTION

The administration of an electronically integrated government aims to realize a highly efficient public service performance. Indonesia continues to improve its quality as a nation. Starting from infrastructure development to strengthening the economy. Not wanting to be left behind, the government was created. One way to realize an effective and effective government is to establish an Electronic-based Government System (SPBE). SPBE is a government government system that uses comprehensive and integrated information technology in the administration of bureaucratic operations and public services carried out in government agencies.

E – Government Towards Indonesia Vision 2045 with 4 (four) pillars, namely: (1) Human Development and Mastery of Science and Technology, (2) Sustainable Economic Development, (3) Equitable Development, and (4) Consolidating National Resilience and Governance. (Bapenas, 2019). To realize e-government is expected to provide something tangible and can be accessed directly through the media. Especially for those who want to know the development of service performance in Indonesia. Since Indonesians are now able to access anything via the internet, people also expect a responsive government that can provide direct responses without going through a difficult process. President Joko Widodo also released Presidential Regulation Number 95 of 2018 concerning the Electronic Government System which is ready to be operated by departments, institutions and local governments. The issuance of Presidential Decree 95 of 2018 marked bureaucratic reform in the era of the Joko Widodo-Jusuf Kalla administration. Because SPBE, which is also known as e-Government, is an effort to save costs and time and reduce corruption in services provided by the government. The purpose of the SPBE is to make the work process efficient and effective. and

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improve the quality of public services.

Public service is a service process carried out by implementing public service providers to the community or service recipients as the responsibility of service implementers in providing public services. This public service is carried out by the apparatus as representatives of the government, including services to the community and administrative services. These two kinds of public services, if carried out properly, will be the embodiment of good performance in government. The purpose of public services is stated in the "amendment to Law Number 23 of 2014 on the Implementation of Regional Government". The aim of implementing this regional autonomy is to fulfill the needs of the community in providing public facilities and public administration.

The implementation of this public service is regulated in standard operating procedures in each work unit. Public services that have been regulated in the law contained in standard operating procedures in each work unit can run well, because it has been regulated properly, but everything returns to the apparatus as the implementer of public services. Complaints that come from public service recipients are due to the lack of ability of the public service implementing apparatus in carrying out their duties.

E-Government Towards Vision Indonesia 2045 which is Vision Indonesia 2045 is directed at the realization of an advanced, just and prosperous Indonesia within the framework of the Unitary State of the Republic of Indonesia with the hope that the government can implement new policies for the benefit of the community, especially in the government in the village so that e-Government Towards Indonesia's Vision 2045 with a study of service performance in Tihengo Tihengo Village, Ponelo Islands District, North Gorontalo Regency which is an analysis and research results.

With the existence of collective case studies of the performance of Tihengo village services. The government at the village level is a government that is in direct contact with the village community. Services that are directly related to the community include, among others, population data collection, services to the community in the form of a cover letter for ID cards, letters land etc. These public services can change in 2045 with e-Government which is advanced, fair, and prosperous. With that everything related to the interests of the population can be obtained from the village government. This village government is a government that is low in the government structure in Indonesia, will but instead the administration of government starts from the village government. In order to regulate the implementation, the central government makes villages the subject of development, this is implemented in "Law No. 6 of 2014 which is in accordance with the work program of the government to develop Indonesia starting with from the Village must be optimal, effective, efficient and on target." However, the issuance of this law does not absolutely make the village government more professional in carrying out their duties. There are many gaps between the laws that have determined the quality of work of village officials, so that the quality of service is not optimal to the community. This was found by researchers in tihengo village where there are still many service processes that are not carried out properly and consistently according to provisions, both general administration, population administration, and financial administration, as well as other services. , as well as the standard procedure for service delivery has not been installed, this is due to the human resource capacity factor of the Village apparatus as organizers who do not yet have the ability to do so.

The performance of the Village Service is very complex, one of which is that the village apparatus does not have an office and so on. In connection with that, we are dealing with city problems, for example, in managing urban governance, it is very complex with various aspects and a multi-level ecosystem from various institutions and stakeholder groups. encouraged to make new breakthroughs in applying the existing system made by the government as stated

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(Ruhlandt, 2018). E-government actively supports government policies. This is where government communication is in today's digital era. The influence of the media is very important. The results of the research were carried out. Melissa W Graham social media in local government can give urgent consideration to promoting democracy and encouraging dialogue through the use of social media. The results of his research show that:

> "That social media are highly regarded as a beneficial communication tool for local governments. Four primary themes emerged from the data analysis: dialogue promotion, engagement, unconstrained, and barriers. The first three themes focus on the opportunities that social media provide PIOs to communicate with citizens and the fourth theme presents the challenges faced by local governments that utilize social media. The insights shared by PIOs in local governments are useful for public relations professionals and scholars to help them understand and apply social media practices to build relationships with citizens and enhance communication practices ".(Graham, 2014).

For this reason, towards e-Government Towards Vision Indonesia 2045 is very important and it is hoped that village servants can change directly that the community understands science and technology, for the welfare of the people which is much better and more equitable, as well as the national resilience of the Republic of Indonesia for that social media is highly regarded. as a useful communication tool for local governments. Five examples of implementing smart cities that have successfully supported city government in Indonesia, namely mCity, Qlue, Lapor, Social Media Mapping and Panic Button, and Smart City Tangerang Live (Anon 2015).

RESEARCH METHODS

This research method is used a qualitative approach with collective case studies (A. Muri Yusuf, 2017) so that the case study is the Service Performance of Tihengo Village, Ponelo Islands District, North Gorontalo Regency with the type of quantitative research with the data source being quantitative primary data where the data source quantitative primers (interview transcripts) are a number of respondents called Research Informants. These informants are taken in a certain way from the parties who because of their position or ability are considered to represent the problem that is the object of research. The techniques used to determine the withdrawal of Research Informants include the Purposive Sampling Technique and Snow Ball Technique. (Ismail Suardi Wekke, 2019).

In qualitative studies, it is often difficult for novice researchers to find. Some people conduct qualitative research that is guided by certain theories about, such as, power or gender or conflict. Therefore, e-Government research towards Indonesia Vision 2045 (Performance Study of Tihengo Village services) with a collective case study approach with a certain paradigm, this is said by Bogdan and Biklen where:

> The place of theory in the qualitative study is often difficult for novice researchers to locate. Some people do qualitative research guided by particular theories about, say, power or gender or conflict. These theories are influential before the data are collected, and researchers workfag in this mode frame their project in the light of these views. Other people doing qualitative research are situated within
> particular paradigms, but do not name them, sometimes because they are not aware of them (Bogdan and Biklen, 2007).

Seeing this, the research is realized in the focus of the research described as the result of research where the research focus includes, a. Quality of work, b. Honesty of employees, and c. Initiative. The research informants determined by the author include the Tihengo Village Head, 1 person, 1 person from the

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Tihengo Village BPD members, 2 Tihengo village officials, 4 community leaders so that the number of informants in this study was 8 people. The informants above were selected with the consideration that these informants are people who know information about the village, Tihengo, Ponelo Islands District, North Gorontalo Regency. With the data collection based on the technique, namely through interviews, questionnaires, and observations. (Sugiyono, 2013) but in this study the data collection is by analysis, interviews, and observations.

RESULTS AND DISCUSSION

The research location is at the Tihengo Village Office, Ponelo Islands District, North Gorontalo Regency. Tihengo is a village located in the Ponelo Islands sub-district, North Gorontalo Regency. This village consists of 3 hamlets, namely Palima hamlet, Bugis Beach, and Yapi-Yapi. By looking at the location, the interesting characteristics of Tihengo village have great potential for the development of seaweed that can provide added value to the community, therefore looking to see E-government towards the vision of Indonesia 2045 starting from the performance of village services so that research with a collective case study approach with studies Collective case studies (A. Muri Yusuf, 2017), by him, E-Government Towards Vision Indonesia 2045 (Tihengo Village Service Performance Study) can be seen in the quality of work, honesty and initiative. So we can see the results of research and discussion where:

Quality of Work as a Driving Factor for Village Apparatus Performance

In 2045, the world population is estimated to be 9.45 billion, an increase of 2.1 billion from 2015. More than half of the world's population growth is contributed by the African region. Asia's population is still the largest (55 percent). Global demographic trends are driving urbanization, migration flows, and an aging population. Therefore it will affect the quality of work and Indonesia will be more crowded. The quality of work can encourage the village apparatus, it can be seen in the results of the researcher's interview with the informant, namely the Village Head of Tinelo who said that:

> "The measure in our work is regulation. If it has been regulated in accordance with the applicable laws and regulations, it is obligatory for us to carry it out. Both regulations from the central level and the local government level of the North Gorontalo district. Then we make criteria or targets based on our main duties as village officials." (P-01/Interview February 9, 2021).

Looking at the results of the interview related to the quality of work as a driving factor for the performance of village officials, it is a regulation but the reality is that there are many regulations that are violated, for example, it is forbidden to throw garbage. Singapore has a strange rule where the prohibition of chewing gum applies when its citizens are in public places. Prime Minister Lee Kuan Yew has banned this activity since 1992. The reason is that chewing gum can trigger offenses such as sticking the gum to a subway door and causing the door to jam (S, 2021). This is a small example Towards Indonesia's Vision 2045 There will be strange things that are not common in our society, we like it or not. The author provides a small analysis in the form of a picture Towards Vision Indonesia 2045 for a case study of Service Performance in villages in Indonesia, but we start with one village, namely Tihengo Village, Ponelo Islands District, North Gorontalo Regency.

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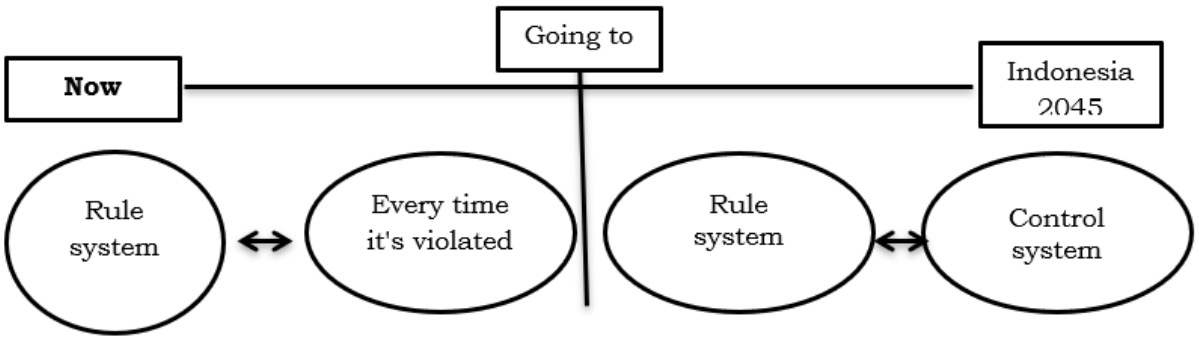

Source: Research Results, 2021

Looking at the picture above, to get to Indonesia, 45 services in villages will be controlled with a system like what is happening now, which is developing mCity, Qlue, Lapor, Social Media Mapping and Panic Button and Smart City Tangerang Live. And now this is happening, we can see in the lack of awareness of village officials that they are State Servants and Servants of the Community, so employees must prioritize their duties and obligations as village officials as the mandate that is their responsibility. this was also expressed by research informants who said that:

> "In providing services, service providers must refer to the main goal of service, namely customer satisfaction. This is very important because the level of satisfaction that customers get is usually closely related to the quality of the goods or services they enjoy in Tihengo Village." (P-02/Interview February 9, 2021) Based on the results of the researcher's interview with the key informants above, it is in line with what Kurniawan (2005:24) said, "which says that there are 4 gaps that become obstacles in the quality of public services, namely as follows: : 1) Do not know what is actually expected by the community; 2) Giving the wrong size in community service; 3) Mistakes in self-appearance in the ministry itself; 4) When giving too much agreement or selling out."

Employee Honesty as a Factor to Drive Village Apparatus Performance

The values of honesty aim to improve the implementation of the work of the Tinelo village apparatus by providing assistance so that each officer is able to realize and use his potential to the fullest in carrying out the organization's mission. Based on the results of the researcher's interview with the research informant, the Secretary of the Tihengo Village said that: "The values of honesty in our office are often reminded by the village head of Tinlo on various occasions, for example during work apples, and job evaluation meetings, this is what I think continues to be instilled by the apparatus in carrying out their duties as community services." (P-04/Interview 9 February 2021). In essence, the public service providers at the forefront are the village apparatus themselves. Because they are the closest and in direct contact with the community. Based on the results of interviews with the general public of Tihengo Village, the researcher said that: "Actually, the values of honesty in village officials here are fairly normative. We don't know what they're doing inside. What we know are programs that have been discussed with community leaders or anyone with an interest." (M-02/Interview 11 February 2021).

Based on the description above, the researcher describes the opinion of Lewis and Gilman (2015: 15),

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"that public services are public trust, public services are carried out responsibly and in accordance with existing provisions and regulations, the value of service accountability provided can give confidence to the public about the service provided, accountability for the aspects served is part of the fulfillment of public services to uphold their trust in the community. public trust is the basis for realizing the achievement of good governance, in carrying out its function as the administration of village government carried out by the village government led by the village head and assisted by village officials. "Regarding the position and role of village officials and being a determinant in the success of implementing the planned development program, in order to create a village government as a regulator of orderly governance and village development, it is necessary to create a village government apparatus that is sufficiently capable, authoritative, dynamic and accompanied by a governance system. perfect administration and meet the demands of the times.

Employee Initiatives as a Driving Factor for Village Apparatus Performance

E-Government Prospect Analysis Towards Indonesia's Vision 2045 requires trust in the public or society. We see now. The condition of the Indonesian bureaucracy so far seems to have a crisis of trust and legitimacy as a result of the government's failure to position itself as an institution that can protect and fight for public needs. The practice of power-oriented government makes the bureaucracy unresponsive and insensitive and further away from the people. Based on the results of the researcher's interview with the general community of Tinelo village related to the initiative of village officials in carrying out the program, they said that:

> "… As the spearhead of the public service process organized by the public bureaucracy, the Tinelo village government must take many initiatives to get closer to the community. because it is the main basis for service performance that must be addressed first. This is because the village government is the lowest element of the public bureaucracy that is directly related to serving the community. (M-04/Interview 12 February 2021).

The prospect of E-Government Towards Indonesia's Vision 2045 requires a technology-based public service process. Technology Trends in technological change in the future will be dominated by information and communication technology, biotechnology and genetic engineering, health and medicine, renewable energy, wearable devices, automation and robotics, and artificial intelligence. Tihengo Village Services in the future there will be an increase in investment and foreign trade and so on, we can see in the picture below:

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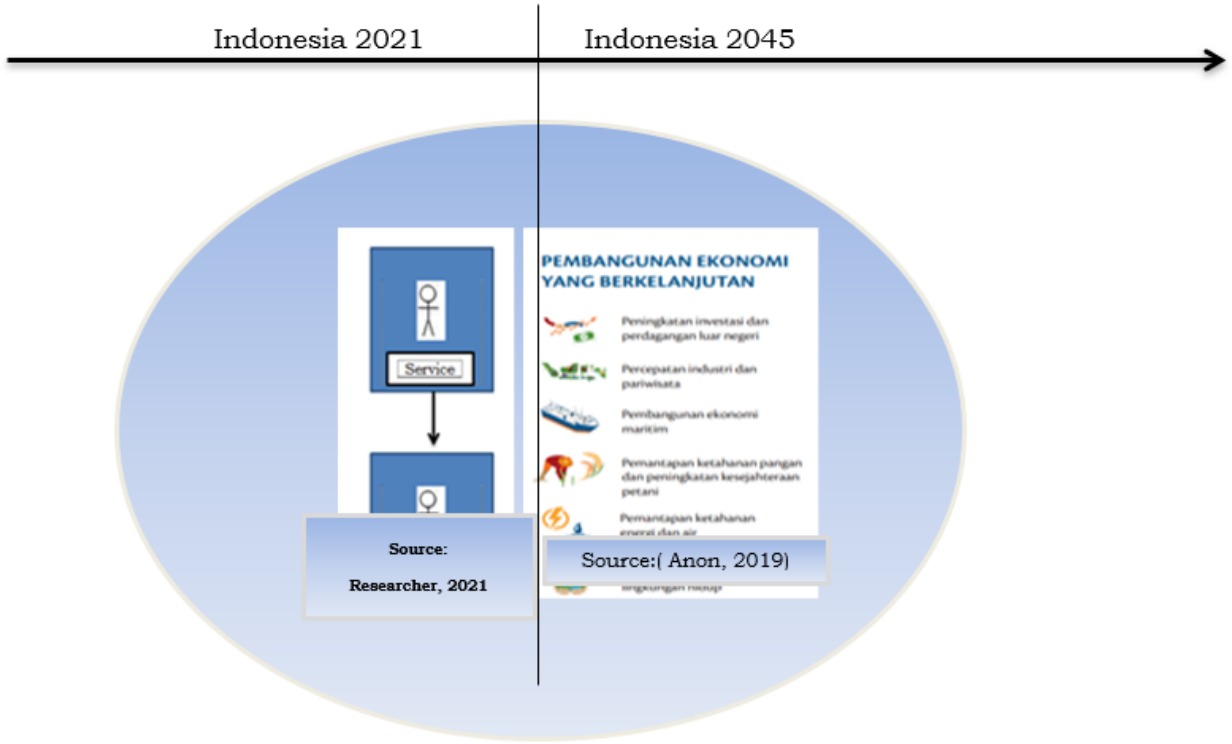

Looking at the picture above, the Prospect of E-Government Towards Indonesia's Vision 2045, there will be an increase in all directions as well as commitment to the environment as well as the unidirectional Service Performance that will occur in the village. The performance of village services will increase starting from the vision and mission to the standardization of village services now as is happening. The lack of clarity in the mission also makes the orientation of the bureaucracy and its officials to procedures and regulations very high, especially in the public bureaucracy in Indonesia which tends to make procedures and regulations as power. The ambiguity of the mission encourages officials to use procedures and regulations as the main criteria in service delivery. Based on the researcher's interview with one of the village officials, Tinelo said that:

"… Yes, we admit that we also have shortcomings regarding the initiative to get closer to the community. But all of that is due to the kinship of the human resources we have. Besides that, the duties of the tinelo village apparatus are so many that it is rather difficult to find time. (P05/Interview 9 February 2021). The village government organization in its position is a public organization, because in carrying out its duties and functions it handles various public problems, as stated by Charles O Jones (Winarno, 2002: 54) that: Public organizations are organizations that handle various public problems which can be categorized into 2 type, namely first, these problems are characterized by the presence of groups and citizens who are organized and aim to take action. Second, these problems cannot be solved individually/privately (thus they become public problems), but lack of support.

CONCLUSION

Based on the results of the research and discussion that researchers have described, the E-Government Prospect Analysis Towards Indonesia vision 2045 with the study of Tihengo Village Service Performance seen from the Quality of Work as a Driving Factor for Village Apparatus Performance is

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still lacking, as seen in the regulations being violated, Employee Honesty as a Performance Encouraging Factor The Village Apparatus is considered good, it can be seen in the value of responsibility and Employee Initiatives as a Driving Factor for the Performance of the Village Apparatus, which is seen to be less caused by the resource factor. In addition, this influence includes performance inefficiency based on the reasons for the lack of available facilities and infrastructure and the lack of human resources, both the apparatus and the community. While the ineffectiveness is not only influenced by the weak spirit of the apparatus, but the role of the community is also very decisive, such as when paying land and housing taxes and village levies.

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