SUSTAINABLE E-GOVERMENT IN PUBLIC SERVICE INNOVATION (Study on the Implementation of All In One Indramayu Information Technology in Indramayu Regency)

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A B S T R A C T

During the Covid-19 pandemic, technology played an important role in keeping community activities running as they should. The practice of using information technology for the community is directed at increasing the reliability of community service technology, the effectiveness and efficiency of receiving services by the community. This study uses descriptive qualitative, where in data collection using secondary data in the form of documentation at the research location. The data analysis technique is a descriptive analysis technique, in which the analysis is carried out to be able to explain the Application of All In One Information Technology in Improving Public Services in Indramayu Regency. The results of the research show that the application of All In One Information Technology in Indramayu Regency. There are several inhibiting factors both in the socialization and implementation of these applications including internal and external factors, internal factors are inhibiting factors from within, namely the lack of IT experts as system operational controllers and not yet maximal training specifically in the field of IT, limited budgets, lack of supporting facilities such as Inadequate buildings and also the absence of special IT media buildings and tools.

Keywords: Public Service, Information Technology, e-Government.

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1.   Introduction

Challenges as well as demands in the century era the 21st cannot be separated and even separated of information and communication technology (ICT) or Information Communication Technology (ICT), because of interaction social needs and interests in all aspects of life social, economic, political, cultural and others, there are almost no limits space, distance and time, can be anywhere and at any time during the media and its access available referred to McLuhan as global village

During the Covid-19 pandemic, technology played an important role in keeping people's activities running as they should. The practice of using it for the community is directed at increasing the reliability of community service technology, the effectiveness and efficiency of receiving services by the community, safety and low cost. Expectations to realize this desire faced by local governments vary according to the needs of improving public services.

The Covid-19 pandemic has forced people to adapt to using internet-based or online information technology. Local governments have a lot of interest in efforts to develop ICT in the regions, the interests in this case include facilitating public service activities and licensing, and specifically also in the interest of maintaining national security conditions at the regional level. For local governments, ICT development is directed at realizing good governance based on transparency and accountability. For this reason, the local government realizes that the development of ICT in the regions requires priority development. Dealing with this problem, among others, by establishing Organizational policies in the Work Administration of the Informatics Communication Service, as stipulated in regional regulation No. 48 of 2016 in stages, application development, dissemination of public information, HR technical guidance and institutional studies as well as conducting collaborative partnerships with several stakeholders. Not optimally implementing the All In One application there are several constraints faced by the local government of Indramayu Regency, especially in the socialization sector , it was recorded that 1,000 people had logged in or up to 1%. This was not comparable to the population of Indramayu Regency, which reached 1.7 million according to BPS data from Indramayu Regency. The Indramayu all in one application is an information system specifically created to facilitate interaction between the government and the community in order to optimize public services that are fast, professional and transparent. The data will then be processed by the Indramayu Regency Communication and Information Office.

In principle, the development of E-Government in public service innovation in the regions through the application of information technology to provide services in improving public services also provides enormous opportunities for regional development, where regions can use information technology to facilitate service processes, introduce regional potential, and improve interact with the community and can become a community business so that there is an impact on the prosperity of the community's economy. In this regard, further research will be conducted on the regional information system of Indramayu. Application of All In One Indramayu Information Technology in the midst of the Covid-19 pandemic in Indramayu Regency.

The novelty in this research is that ICT is directed at the availability of information and data networks that connect government agencies in the framework of public service automation, where fast, professional, transparent and easier public services are the hope of the whole community.

Indramayu All in One can be accessed by the general public who want to know information available in Indramayu Regency. Information that can be accessed includes tourism information, health, emergency services, job vacancy information, public transportation route information, education information, licensing information, and various other information. Indramayu All in One also has a complaint service for various regional apparatus.

2. Method

The research used in this study is a descriptive method with a qualitative approach. The method used in this research is descriptive analysis, namely a research method that focuses on current and ongoing solutions by collecting data and compiling it which is then analyzed to obtain answers. The elements of the analysis are all elements directly related to the application of Indramayu All In. One in the midst of the Covid-19 pandemic in Indramayu Regency.

Data collection techniques were carried out using data analysis techniques with qualitative descriptive analysis techniques supplemented by secondary data and primary data. Key informants who are the source of data are selected, namely, people who are truly competent in providing information and have a relationship with the problem under study.

3. Findings And Discussion

Implementation of All In One Indramayu Information Technology in the midst of the Covid-19 pandemic in Indramayu Regency.

The All In One Indramayu application presents public services with the concept of digitization to facilitate access to the service needs of the Indramayu community, so that the All In One application presents public services in various service sectors such as complaints, health, worship, job vacancies, tourism, education, licensing, vehicles and Indramayu regional news and others. In developing the All In One Indramayu application, it has not been fully utilized and felt by most of the people of Indramayu, because Indramayu Regency with geographical conditions where most of the population works as farmers and fishermen, this greatly hinders the development of the Indramayu all in one application because not everyone uses it. electronic devices in the form of cell phones and do not really know their function as other means of information.

The implementation process In the Implementation of All In One Indramayu Information Technology in the midst of the Covid-19 pandemic in Indramayu Regency, there are several of them, Van Meter and Van Horn, (1975).

Policy measures and objectives in the implementation context In the Implementation of All In One Indramayu Information Technology in the midst of the Covid-19 pandemic in Indramayu Regency, the level of success of the policy implementation process can be measured through standards or complex measures and objectives for the overall objectives of policy decisions. Van Meter and Van Horn, (1975) argued that to measure the performance of policy implementation, of course, it emphasizes certain standards and targets that must be achieved by policy implementers, policy performance is basically an assessment of the level of achievement of these standards and targets. From the data presented above, it appears that there are several standard factors or objective measures that affect the course of communication.

a. Fully aware of the standards and policy objectives.

b.   Standards and policy objectives have a close relationship with the disposition of the implementers
c.   The direction of the disposition of the implementers (implementors) towards the standards and objectives of the policy

Communication between organizations is a mechanism as well as the main requirement in determining the success of the Implementation of All In One Indramayu Information Technology in the midst of the Covid-19 pandemic in Indramayu Regency. Seeing the extent to which policy implementers carry out coordination and communication between the parties involved to carry out the implementation of policies for the protection and empowerment of traditional markets in Indramayu Regency. This is shown from the data and results of interviews with the Office of Cooperatives, Industry and Trade of Indramayu Regency, it appears that there are several communication processes carried out by the Office of cooperatives, industry and trade of Indramayu district by:

a.   Consolidation of the right policies.
b.   Socialization that goes directly to the location/counseling.
c.   Service via telephone, sms, email and website.
d.   Formal and informal communication.
e.   Coordination between organizations and related officials, and
f.   Coordination between sub-sub-sections.

According to Van Mater and Van Horn (1975) stated that the characteristics of implementing agents include formal organizations and informal organizations that will be involved in the implementation of public policies. This is very important because the performance of public policy implementation will be greatly influenced by the characteristics and suitability of the implementing agency. In the context of implementing protection policies, empowering traditional markets in Indramayu Regency. It can be seen that there are several communication processes carried out by:

a.   Executors who have honesty and transparency.
b.   Committed and responsible executor.
c.   c Democratic and professional nature/character
d.   Executors who understand, quickly and easily according to existing rules and SOPs.
e.   Responsibilities in accordance with established regulations.

Aspects of Obstacles to the Implementation of the Indramayu All In One Application

Budget

The development of the all in one Indramayu application carried out by the Office of Communication and Information is felt to be not optimal, this is based on the limited budget allocated by the local government (PEMDA) to the Office of Communication and Information, because in making or developing online-based applications requires a budget. not a few of which are used to create infrastructure and supporting infrastructure.

For the type of wireless network that is currently being used, it is relatively cheap, but has an impact on quality, which is felt to be not so fast and limited in its use. The Office of Communication and Information has plans to implement a wired network type (Wired) but all of

this requires a large amount of budget, information obtained from the head of the Diskominfo sub-division requires more or less a budget of more than 2 billion for this type of network.

Building and Technology (computer)

The need for complete and adequate facilities and infrastructure is the main requirement for the progress of each program that will be carried out by the Communication and Information Service (Diskominfo) which includes, namely the office where the Diskominfo works to maximize performance because for a separate server section a tall building is needed so that can optimally cover a wider area, if you look at the office from the current Diskominfo it is inadequate because the room is so narrow that it causes no maximum in carrying out limited performance. So Kominfo itself expects to be budgeted for the creation of a special building for the performance of the Ministry of Communication and Information, in addition to constraints on places or buildings for work, it is also constrained by limitations in computer technology.

Limited equipment in the Diskominfo office, such as computers, is still lacking to meet more needs because now all the work that has an impact, all the programs launched by the Diskominfo are managed by other agencies. Apart from arguing that the building is also the computer is the main cause, but the Diskominfo is the main server. for each management of information technology.

Labor

Currently, there are 41 available workforce at the Diskominfo to carry out the duties and functions of the Diskominfo itself, according to related parties during an interview with Mr. Heru said that the current number of employees available still cannot cover the many demands for Diskominfo because the employees who handle specifically for a separate server, approximately 10 people are needed to handle it, not only that, he also added that for the coverage section, additional employees are still needed as well.

For some of the sectors available in the Diskominfo job, most of them still need more employees, especially to be placed in the Command Center sector who are experts in the IT field and to fulfill full working hours 24 hours non-stop, so more employees are needed to be able to rotate performance shift based.

4. Conclusion

To achieve success in the technological era, the government of Indaramayu Regency needs to improve government information systems to achieve better government E-Government, the efforts of the Indramayu Regency Government in implementing E-Government have implemented and used as many as 50 applications to support employee performance efficiently and effectively but in In terms of implementing the application, there are several things that are still in the development stage, one of which is a public service application that can be accessed by the general public, namely the Indramayu all in one application, which in this case is the focus of this discussion. Not optimally implementing the All In One application, there are several constraints faced by the regional government of Indramayu Regency, especially in the socialization sector, it is recorded that 1,000 people have logged in or reached 1%. according to BPS data from Indramayu Regency. The Indramayu all in one application is an information system specifically created to facilitate interaction between the government and the community in order to optimize

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The steps in modifying the application are quite good, it's just that the users of this application only reach 1% of the 99% of Indramayu's population which is an obstacle for the local government and the Ministry of Communication and Information. The obstacles that currently need to be addressed are from the socialization sector, human resources, budget, ICT buildings, tools (technology) to support the success of Information and Communication Technology (ICT) in Indramayu Regency. The socialization that has been carried out by Diskominfo itself has not been optimal enough from the district to sub-district levels. The socialization carried out by diskominfo involved several district governments to related SKPDs.

Then there are several other constraining factors, such as the budget from the regional government, because in making or developing online-based applications requires a large budget that is used to create supporting infrastructure and facilities.

Suggestion

The development of the all in one Indramayu application is present in the midst of society to support facilities and infrastructure in the digitalization era, but the application is still in the development stage and there are also several inhibiting factors both in the socialization and implementation of the application including internal and external factors, internal factors is an inhibiting factor from within, namely the lack of IT experts as system operational controllers and not yet maximal training specifically in the IT field, limited budgets, lack of supporting facilities such as inadequate buildings and also the absence of buildings and special IT media tools.

While external factors are external factors, namely the lack of understanding of the community in technological media and the lack of outreach to the community. So in this case we suggest to the regional government of Indramayu district and the central government to be serious in implementing E-Government as a whole by overcoming some of these deficiencies and the inhibiting factors in their implementation, with this it can be resolved that good governance will be created in accordance with presidential instructions and regulations. -Regulations that exist as a manifestation and shared ideals for the benefit of the community in public services.

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