



Implementation of Electronic Government in Efforts to Improve Service Administration of Karang Sari Village, Pringsewu

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Article	Abstract
<p>Keywords: e-Government; public service; Pekon Karang Sari; digital governance.</p> <p>Article History Received: July 7, 2023; Reviewed: July 23, 2023; Accepted: August 11, 2023; Published: September 30, 2023.</p>	<p>This study aims to analyze the implementation of Electronic Government (e-Government) in improving the quality of public services in Pekon Karang Sari, Pringsewu Regency. The policy framework refers to Presidential Instruction No. 3 of 2003 on the National Policy and Strategy for the Development of e-Government, which emphasizes the importance of utilizing information and communication technology to create an efficient, transparent, and participatory governance system. The research employs a qualitative approach using observation, in-depth interviews, and documentation techniques. The findings indicate that the application of e-Government in Pekon Karang Sari has contributed to service improvement, particularly through administrative digitalization and better public information access. Nevertheless, infrastructure limitations and the lack of human resource capacity remain significant challenges. Overall, the implementation of e-Government at the village level holds great potential to strengthen accountability and increase citizen engagement, provided that it is conducted gradually and sustainably in alignment with national strategic frameworks.</p>

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INTRODUCTION

Development technology information and communication moment This influence life man in various sectors especially in public services in government. (Saputra, Weriza, & Mallisza, 2018) Development technology information moment This Already using a very flexible and diverse E-Government model. (Indrajit, 2005) E-Government is a program government in effort for develop organization government based on electronic as well as do transformation to facilitate activity society and circles business for going to community based knowledge (Knowledgebased Society). (Yuliani, 2016) Through E-government development, government expect can done system management and work processes in the environment government and government area autonomous with optimize utilization technology information and communication. (Presiden Republik Indonesia, 2004) For E-Government implementation, government has emit National Policy and Strategy for E-Government Development which is outlined through Presidential Instruction No. 3 of 2003 on the Development of E-Government

is effort For develop organization electronic-based (using) governance in frame increase quality service public in a way effective and efficient. Through e-government development is carried out arrangement system management and work processes in the environment government with optimize utilization technology information. (Arianto, 2021; Indrajit, 2005) Utilization technology information the includes 2 (two) related activities that is data processing, management information, system management and work processes in a way electronics and utilization progress technology information for service public can accessed in a way easy and cheap by people throughout the country.

(Holle, 2011; Surdin, 2016; Widowati, 2016) Correspondence is means information in agency a much-needed organization in life daily for various type purpose. The information conveyed That can in the form of notice, statement, order, request or report. According to with objective letter That made so There is a number of conditions that must be met be noticed in making letters. Letters are also distinguished become letter official and letter No official. According to with which letter That made, where letter That intended, and what objective letter That made. (Lestari, Nugraha, & Fauziah, 2019; Purnamasari, 2017; Sari & Winarno, 2012; Sulisty, Suyanto, & Hestningsih, 2014; Yuliani, 2016) In addition to the letter to write announcement information, statements, orders, requests, reports, or announcement there are also letters written by someone for fulfil condition in apply work, in making of KTP, in marriage requirements and so on.

An occupied area a number of resident as unity the society in which there is unity the law that has organization government lowest directly below sub-district head and not entitled to organize House ladder alone. Pekon Karang Saria a Pekon located in the District the Journey Regency Pringsewu. Karang Sari Village is located in the southwest Regency Pringsewu. With wide land area of 2534km and has amount population 882 people. Information about village is important thing for give information to society. For society, usually information about village obtained at the time There is activity village. However although has follow activity the but Still Lots society that has not know in detail about the village themselves. Many people are having difficulties in know information about the program and procedure services available in the village. This is due to Because lack of socialization held by the village especially for people whose work farmers. The information is arranged with neat and good will make it easier public for get information about village.

Lack of information to public about making letter writing in Pekon Karang Sari, such as making letter poverty statement, letter domicile, letter permission business, requirements marriage registration and so on, so Still Lots confused society in look after requirements that must be met filled for making letter to write said. With development technology E-Government model information where the amount information online, therefore That expected technology This Can applied to the village. One of them in matter information about making letter to write. So that expected use technology This can give information in a way comprehensive to society, so that make it easier public for access the requirements needed and make letter to write mentioned in Pekon Karang Sari. Based on background behind existing problems can It can be concluded that the formulation of the problem in this study is How creating a more E-Government focus to service information in make letter writing in Karang Sari Village.

RESEARCH METHODS

Study This use approach qualitative descriptive with objective for understand in a way in-depth process of implementing electronic government (e-Government) in Pekon Karang Sari, District North Pagelaran, Regency Pringsewu, as well as the impact to improvement service public.

1. Approach Study

Approach qualitative chosen Because study This focus on understanding phenomenon in a way holistic and contextual, namely How e-Government is implemented and perceived by the apparatus village as well as society. Research this also aims for dig perception, experience, and obstacles faced in implementation of e-Government at the level village.

2. Location and Time of Research

Study carried out in Karang Sari Village, District Performance, Regency Pringsewu. Election location This based on on existence initiative digitalization service the public who are attempted in the area. Time of research implemented during May to July 2023.

3. Subject Study

Subject in study This consists of from apparatus government Karang Sari Village (head Pekon, Secretary pekon, and devices others), the community that uses service public based on e-Government and parties companion or developer e-Government system.

Retrieval subject done with purposive sampling technique, namely choose the informant who is considered to be most knowledgeable and involved direct in the process of implementing e-Government.

4. Data collection technique

Data collection techniques in study This includes:

- Interview in -depth interview: Carried out to apparatus Pekon and society for knowing the process, benefits, and challenge in e-Government implementation.
- Observation: Researcher observe in a way direct activity service public in the office Pekon, including use digital system.
- Documentation study: Includes document regulation Pekon, report activities, and documents Supporter other related implementation of e-Government.

DISCUSSION

Research result

The implementation of Electronic Government (e-Government) in Pekon Karang Sari is step beginning in realize governance modern government, as mandated in Presidential Instruction No. 3 of 2003. In the context of service public, digitalization service like making letter information domicile, administration administration population, as well as delivery information village via social media or official website has increase efficiency service. The community does not Again must come many times to office Pekon, because some processes can done online. This is in accordance with national strategy in Presidential Instruction which emphasizes efficiency, effectiveness and integration system information government.

From the side transparency and accountability, the use of digital platforms in Pekon Karang Sari has open room access public to information village. Information regarding the village fund program, report activities, as well as budget now start uploaded through online media that can accessible to the public. This is reflect Spirit Presidential Instruction No. 3 of 2003 which encourages openness information as part from good governance. With transparency said, the

opportunity the occurrence misappropriation budget can minimized, and society Can participate as well as supervise the way government village in a way active.

Furthermore, the influence of e-Government is also visible in improvement participation citizens. The existence of online discussion forums, complaints service via WhatsApp, and surveys satisfaction public online has give room for public Karang Sari Village for involved direct in the process of service and collection decision. This is strengthen position public as subject in development, not just object. Presidential Instruction No. 3 of 2003 in particular explicit emphasize importance build two way interaction between government and society through utilization technology information.

However Thus, the process of implementing e-Government in Pekon Karang Sari also faces various challenges. Limitations infrastructure like internet access that has not been evenly, and ability source Power human (apparatus pekon) in manage digital system still become constraint main. Although so, keep up the spirit For Keep going improve and innovate in line with mandate Presidential Instruction still become base for village for continue digital transformation. In the long term long, the success of e-Government at the level village No only determined by availability technology, but also by commitment, collaboration, and sustainability of digitalization programs. service.

Impact Analysis Long- term

In the term long, the implementation of e-Government in Pekon Karang Sari is estimated will bring transformation big in culture bureaucracy and service public. Digitalization of administration will push creation pattern more work professional, transparent and efficient. This is No only increase trust public to government pekon, but also strengthens legitimacy and credibility government village in the eyes its citizens. If done in a way sustainable, e-Government will become foundation main in form governance government a modern and adaptive village to changing times.

Impact term long other is openness access public to information and participation in taking decision. When society used to use digital services, they will more active in monitor performance apparatus Pekon, convey aspirations, as well as involved in the process of development. This is create climate more democracy healthy at the level local, where the community own awareness critical and role active in build environment. Spirit This in line with vision term long development national, namely empowerment public based on technology.

From the side socio-economic, e-Government adoption will trigger birth digital ecosystem at the level Pekon. The community will pushed for more awake technology Because demands service digital -based public. This can open opportunity emergence innovation local IT- based, such as service digital finance, web -based UMKM promotion, to digital literacy for group vulnerable. In the long term long, society No only become user technology, but also actors in growing digital economy from root village. For reach impact term long mentioned, it is necessary program continuity and support from various party, both government area, provider digital infrastructure, as well as participation active citizens. Without sustainability and maintenance system, the implementation of e-Government has the potential only become project term short without results real. Therefore that 's important for ensure that infrastructure, HR training, and strengthening regulation local participate built as an integral part of the digitalization strategy service public in Karang Sari Village.

Implementation of e-Government in Mail Administration

The results that can be taken from the research on the Implementation of E-Government in Information Services and Correspondence Making in Pekon Karang Sari Using PHP MYSQL Based on Mobile Websites are that the Information Services and Correspondence Making application in Pekon Karang Sari has been studied and implemented, involving village devices in Karang Sari. Users of this system include: Sub-district Head, Village Head, Hamlet and Residents. The system has been tested by programmers and users using mobile devices and personal computers (PCs). Based on this test, the system can be used and optimized for managing administrative data on Correspondence Making in Pekon Karang Sari, Pagelaran District.

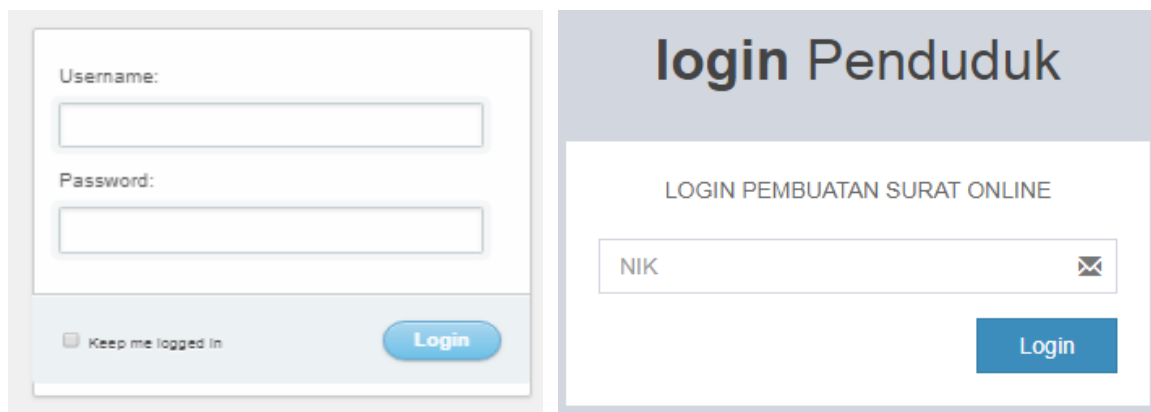


Figure 1 View admin login page and resident login page

PORTAL SURAT

PORTAL APLIKASI SURAT ONLINE
PEKON KARANGSARI PRINGSEWU LAMPUNG

Beranda > APLIKASI > SURAT ONLINE

Layanan Penduduk LESTI MAYFILIA

*) Keterangan

- Silahkan Pilih Layanan Surat yang anda butuhkan
- Isilah FORM surat yang anda butuhkan dengan benar
- Catat ID surat anda untuk konfirmasi selanjutnya

No.	Jenis Layanan
1	Surat Domisili
2	Surat Keterangan Kelakuan Baik

PEMERINTAH KABUPATEN PRINGSEWU
KECAMATAN PAGELARAN
PEKON KARANGSARI

Alamat : Jln Raden Intan Karang Sari Kec. Pagelaran Kab. Pringsewu -35372

SURAT KETERANGAN BERDOMISILI
Nomer : 470/ 9/C.4.02.07/02/ 2020

Yang bertanda tangan dibawah ini Kepala Pekon Karang Sari Kecamatan Pagelaran Kabupaten Pringsewu menerangkan dengan sebenarnya sebagai berikut:

Nama Lengkap : LESTI MAYFILIA
 Tempat Tanggal Lahir : WONODADI,02/05/1999
 Pekerjaan : Pelajar
 Jenis Kelamin : PEREMPUAN
 Kewarganegaraan : WNI
 Agama : Islam
 Alamat : Pekon WONODADI RT/RW 005/002
 Kecamatan GADINGREJO Kabupaten PRINGSEWU LAMPUNG Kode Pos 35372

Orang tersebut diatas adalah benar-benar penduduk Pekon Karang Sari Kecamatan Pagelaran Kabupaten Pringsewu dan terdaftar pada Pekon Karang Sari Kecamatan Pagelaran Kabupaten Pringsewu sejak tahun 2010.

Demikian surat keterangan ini dibuat dengan sebenarnya mengingat sumpah jabatan untuk dapat dipergunakan sebagaimana mestinya.

Karangsari, 17 Februari 2020
Kepala Pekon Karang Sari

(PRIVONO)

Figure 2 View page after resident login and online letter input results

The implementation of e-Government in Pekon Karang Sari shows step progressive although done in a way gradually and with limitations source power. The initial steps that have been done like digitalization service administration Pekon, use of social media for delivery information, as well as effort simplification of service processes public through technology,

shows existence awareness and commitment for transform towards governance digital government. This becomes foundation important in support vision Presidential Instruction No. 3 of 2003, which emphasizes importance utilization technology information in organization government. From the analysis implementation this, also seen a number of obstacles that need to be overcome be noticed. One of the challenge main is lack of source Power human being who has competence in the field technology information. In addition, the availability infrastructure like a stable internet network and adequate digital devices are also still become obstacles in several areas of the village. Conditions This cause part service Still must done manually, so that not yet all in all Can it is said as a complete e-Government system. Therefore, that, implementation strategy need customized with condition local, with approach gradual balancing between capacity and needs. The implementation of e-Government in Pekon Karang Sari is an ongoing process. developing. Although Still in scale limited, the approach taken has in accordance with framework policy national. Success implementation is highly dependent on program continuity, improvement human resources capacity, support infrastructure, as well as participation active society. Therefore that 's important for government village For No only focus on procurement digital systems, but also on development culture inclusive and sustainable digital work.

CONCLUSION

Implementation technology information in system service Karang Sari Village is initiative strategic that drives change paradigm in bureaucracy local. Approach This No only focuses on accelerating administrative processes, but also encourages formation of better governance open and inclusive. Findings show that digitalization open room participation as well as increase efficiency communication between organizers and the community. Although there is constraint technical and limitations source Power humans, sustainability and improvement capacity become factor important for ensure stability transformation service public at the level village. Application e-government can always accessible to the public with fast in making letter writing in Karang Sari village. System information This as one possible medium accessed every when possible provision of information data about making letter writing in Karang Sari village.

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