

Implementation Effectiveness Analysis E-Government At The Bandar Agung Lahat District Office

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Article Info	ABSTRACT
<p>Article History : Received : 24-12-2022 Revised : 27-12-2022 Accepted : 03-01-2023 Available Online : 06-01-2023</p> <p>Keywords: Analysis, E-Government, Implementation</p>	<p><i>This research analyzes the practice of implementing e-government at the governance horizon, namely the sub-district level. This research uses quantitative description. Apart from that, it is carried out through various media, both print, electronic and mass media, as well as through various public relations channels. The findings of this research indicate that the effectiveness of e-government in the current era is not yet optimal, as evidenced by its effectiveness in terms of efficiency, mass participation, and device adaptation with applications, development and life. Ideal conveniences in this case will enable society to participate in public procurement processes and contribute to the creation of smart cities by utilizing innovative new technologies in communication approaches with the public. Several steps can be taken between now and then, including building infrastructure, ensuring compliance with regulations, and creating new ones.</i></p>

1. INTRODUCTION

At the time of this writing, the Government is discussing various issues facing society including the efficient and effective use of information and communication technology. The government can apply this method by choosing a government system based on electronic technology or through e-government. The main benefit of e-government is that it enables citizens to use advanced information technology to improve their access to a variety of public information and services. e-government is also used to improve the quality of government services and provide active participation to the public in the main processes of government services. Public relations is a form of strategy because the community has given a mandate to the government to ensure that taxes are used to make public education a success, so the committee and the authority of the people are mentioned. that civil servants whose qualities are judged by the masses cannot be corrected.

When using e-government, there are three steps that must be taken: building the infrastructure, implementing the solution, and launching the developed public portal. To use e-government applications, it is necessary to install the necessary infrastructure and other components. The purpose of the created public portal is to collect information on existing subjects and to provide assistance to employees. There are a number of benefits that the general public obtains when the public participates in the process of accessing public portals, including the fact that the general public finds it more difficult to access public portals and that public portal content contributes to the well-being of the general public. Because there is no human intervention in administrative operations, the use of information technology by the public is based on the assumption that technology is based on logic or "Zero touch". To communicate with the public in an innovative way, this method is ideal because it maximizes the quality of public education and

provides various opportunities for participation. in the community education process. The use of information technology in the workplace is one of the most important, transparent and useful tools for employees. such as the World Bank's definition of e-Government that e-government refers to the use by government agencies of information technology (such as Wide Area Networks, the Internet, mobile computing) and has the ability to change relationships with citizens, businesses and government sectors another.

The use of technology as a means of innovation shows that the overall impact of technology on the quality of life in many areas is significant. One of these things is the personal support system provided to individuals working for educational and civic purposes. This is an example of good governance, meaning society , the private sector, and the private sector can work together to achieve a goal that is profitable for the public sector. training.As a result of e-government, citizens can understand and apply routine procedures by applying modern methods for selecting employees.E-government is a solution for two-way communication between the public and the private sector which aims to improve efficiency, transparency and quality of public services , as well as to identify problems between the public and private sectors, and to facilitate public sector participation.

In this case, e-government shows that the application of technology is a unique strategy that targets conventional media. According to Abu-Shanab (2017), the implementation of e-government can be described as a phenomenon that exploits various human aspirations. and using the internet (Abu-Shanab, 2017). The goal of e-government in Indonesia is to ensure that basic rights and freedoms are protected for all citizens, not only the rich and powerful, but also for democratic and democratically elected officials. According to Sosiawan (2008), the transprandial government used in this amendment is a transprandial government. The Indonesian government uses Presidential Instruction no. An article entitled "Telematics (Telecommunications, Media and Information)" published in 2001 stated that "good governance" tools must be equipped with information technology. Another article entitled "National Policy and Strategy for e-Government Development" was published in 2003. As a result of this Presidential Instruction, every district in Indonesia has the opportunity to implement e-government.de Araujo & Reinhard, 2013) Utilization of ICT is a strategy to improve public health, process administration, implementation and maintenance of policies, promotion of public health and democracy, as well as to provide health services to the general public in areas such as the City of Palembang. As one of the few cities in Indonesia that participates in the Smart City Indonesia program, Lahat City will provide services to the community through the national ombudsman office. (Miftah, 2015) Lahat City was chosen to be one of the Smart City cities because of several advantages, one of which is space for residents can interact actively in monitoring city development through innovation. several steps taken through this superior program, including the implementation of an e-subdistrict application for 18 subdistricts in Lahat City as part of a tender to improve education and literacy.

E-kelurahan is one of 300 Smart City applications in Lahat City that has not been implemented in Lahat City. This application, known as the "e-Kecamatan" application, is a program developed by the electronic people of "Smart City Kota Lahat". The aim is to improve the services used in the process of automating public service administration at the District Office in an accurate and easy way.E-kelurahan is a web-based verification program that serves as a guide to educate personnel in kelurahan in order to increase the retention rate of the general public. Because the e-government program in Lahat City was developed by the Lahat City RPJMD, this is one of the most important aspects of the e-government program in Lahat City. E-Government RPJMD is a branch of government in Lahat City that focuses on public education about public administration and telecommunications technology (ICT) as well as providing support.

The strategy known as "Strengthening ICT in Lahat City" is effective if derived from the "Characteristics of Lahat City". There are six characteristics of Lahat City with its large population. Data from the Lahat City Diskominfo shows that the percentage of SKPD and Subdistricts/Kelurahan in Lahat City implementing integrated e-government has exceeded the target after carrying out ICT recapitulation in SKPD and Subdistricts and Subdistricts. used by

many people who have not used e-kelurahan, as a result every sub-district in a certain area uses e-kelurahan, which means there are complaints that it is used by people who have not used the kelurahan. For example, many people in Bandar Agung have downloaded the e-kelurahan application.

Several e-government related initiatives are currently being implemented in Indonesia. Hertiarani, 2016) focuses on South Sumatra e-government through the use of qualitative methods. This paper shows that the main goal of e-government in the process of serving public needs is to provide services that are responsive to public needs and oriented to their aspirations. However, many people are interested in learning and participating in the e-government process at Samsat. Bureaucracy at the e-Government level because in the implementation of e-government there is a phenomenon called the inadequacy of apparatus resources, namely the ambiguity of policy objectives and suboptimal managerial control which is the reason why until now this study shows that the level of electronic literacy among civil servants is very high. A number of studies have shown that people's perceptions of e-government are influenced by their perceptions of electronic government. One such study found that people's perceptions of e-government are influenced by their perceptions of electronic government. despite the fact that technology-related persuasion is more common among ordinary people. However, despite the fact that e-government implementation is similar to traditional government, this type of technology is used when a person cannot use it in a meaningful way, such as in a task, workflow, or environment.

As a result of this research, we can conclude that e-government has a significant impact on both the public and private sectors. Based on these facts, there is a government committee responsible for implementing effective e-government in the context of broad responsibilities for information technology. The effectiveness of e-government depends on the location of public sector governance. The success of e-government is based on the ability to differentiate between new and old data. The ideal concept of e-government that has been developed by the government in a minimal way will not be able to achieve its goals unless the public embraces e-government and if the general public is able to adapt to existing procedures. used in the e-kelurahan project in Lahat City. Effectiveness can come from various sources, can be used in various ways, and can produce an effective product. In addition, according to Gedeian (Gedeian, 1991), a large number of organizational capacities are very effective.

The success of e-government can be seen from how quickly or slowly a task is completed, as well as how quickly or slowly a task is completed. The term "effectiveness" used in this paper refers to the capacity of an organization to address both the short term (goals) and the long term. According to Indrajit (2002), this research focuses on strategy formulation, evaluation methodology, and overall performance of the Robbins organization. Effectiveness according to (James L. Gibson; John M. Ivancec; 6 dimensions given by Donnelly (1996). Measures of organizational output are used for production. This measure is widely disseminated among people who care about service. Second, Efficiency as an effectiveness criterion focuses on the supply chain throughout the organization and infrastructure. The term "satisfaction" is used by organizations to improve communication between the organization, its constituents, and its stakeholders. Adaptation is common in various organizational structures including internal and external changes. Development is used in both external and internal branches of the organization. Sixth is life that helps the organization or individual increasing its capacity and potential to reach its full potential. As a result, the effectiveness of e-government will continue to increase in e-government production, efficiency, productivity and life in Bandar Agung Subdistrict, Lahat District, Lahat City, as well as in the years to come.

2. RESEARCH METHODS

After the data is collected, the subject is compared with a particular theory to carry out a working hypothesis, which allows the subject to determine the qualitative nature of the

phenomenon. The descriptive-analytical method is one of the methods used in this research. Measuring the effectiveness of e-learning at the Bandar Agung Subdistrict Office, Lahat District, Lahat City as well as assessing and assessing the obstacles faced during the e-learning process at the Bandar Agung Subdistrict Office, Lahat District, Lahat City are examples of a qualitative approach to achieve the desired results.

Informants were selected using purposive techniques, a total of 5 (five) informants including, Acting Lahat Subdistrict Service Section, Bandar Agung Subdistrict Service Section Acting, Lahat City General Government Section Subdistrict Analyst, e-subdistrict Administrator, Bandar Agung subdistrict residents. After the data was collected, the technique was used data analysis to determine the quality and quantity of data, triangulation, data classification, and information retrieval. The data analyzed by Processing is compiled using a variety of data originating from a variety of sources, including observation and interview data. Initially, a variety of catalytic methods, including theoretical, methodological, and empirical methods, will be used. The categorization process consists of defining categories based on intuition, data, or criteria, and then putting that data into the most relevant categories.

Data collection is carried out in the context of data collection using triangulation technology, such as: check, recheck and cross check based on the data that has been provided. Triangulation is a technique for analyzing data that identifies similarities between the data in question and those contained in it. previous data (Moleong, 2001). The collected data is analyzed and categorized. This can be done by connecting it with existing theories or concepts. The knowledge gained from the information is referred to as a "sound recording" which is translated into text at the time of analysis to utilize the information to be used in research.

3. RESULTS AND ANALYSIS

3.1. Results of Research on E-subdistrict Application Systems

The application known as e-kelurahan is payroll digitization which is used to automate the payroll administration process at the District Office efficiently and cost-effectively. This e-kelurahan application is one of a total of 100 applications that are part of the Smart City Lahat program. E-currency has a number of advantages, one of which is the ability to ease and ease the pain for people traveling from Surat to Surat. As part of the subpoena procedure, there is another, public transparency. Data stored in the Data Center and connected to the Cloud System, known as the "Fourth," is one example of good corporate governance practices and is used in the process of promoting governance good company.

In addition, the e-kelurahan application continued to be widely used in Lahat City in 2013 to reduce employee turnover and increase administrative efficiency within the sub-district. Many 151 sub-districts in Lahat City have implemented an MOU with the PT. Telkom program evaluation. The term "cloud computing" refers to the use of computing technology (computerization) via the internet to run applications or programs on computers running at the same time. This type of application is used in Cloud Computing media. The term "cloud computing" refers to the use of computer technology and the Internet. There are a number of advantages and disadvantages to cloud computing. Regarding cloud computing, For example, there is a method known as "cloud computing" that can be used to ensure that the computing infrastructure can be used for large-scale production and short-term data storage. This method can also be used to ensure that existing IT systems cannot be updated, configured, or used in conjunction with other systems connected to the computer. As a result of cloud computing, the software that is installed and used does not need to be installed in order to be accessed because it can be accessed via cloud computing. If this application is developed, it will be used to increase the number of people who can access information. This is because the Pentium 4 Web Base Application processor does not allow installing applications on a PC or laptop.

Using the e-subdistrict application can increase the effectiveness and efficiency of the education process for students in the subdistrict. large number of people, and can be used in a way

that is not too complicated. As a result, the power of the tool is used to make it cheaper and more innovative. As well as, sub-district apparatus can produce output in the form of higher quality with comparable bias and structure.

3.2. E-district of Bandar Agung, Lahat sub-district

Of all the sub-districts in Lahat city, Bandar Agung sub-district, Lahat sub-district, Lahat City is one of the sub-districts that supports e-government applications. Based on the e-kelurahan mechanism, the second stage of the service process carried out by a person must be carried out in accordance with the knowledge and understanding he has obtained. Dashboard and Create Mail are two of the app's information tools currently available for download. When an operator logs in to the e-learning application, a dashboard is displayed. In this case, you should summarize every document published in the previous month. Information related to sub-district activity plans can be found on this dashboard. There are no objects as sub-district devices; instead, the worker can perform the task at hand. The current menu in the email application is called "Create Mail". The menu currently known as "Create Letter" is one that focuses on assisting residents in obtaining property documents. There are nine main steps to obtain a letter through the use of the e-kelurahan application, including Registration Letter, Domicile Letter, Certificate of Incapacity, Certificate, RT/RW Introduction, Birth Certificate, Death Certificate, and Cover Letter and Document Template. Apart from the "Create Letter" menu, there is also a "Letter Data" menu. This menu focuses on data on "mail" which is still in use and "e-kelurahan" which is still in use. List of Letters Waiting for Approval Menu Developed to Meet Community Needs, Work Schedule Menu Developed to Meet Community Needs Citizen Data is a menu that displays all citizen data (users who use access rights to add citizen data), and Statistical Reports are a recap feature of citizen data for several mark.

3.3. Effectiveness factors that influence the implementation of e-kelurahan in the Bandar Agung sub-district office, Lahat sub-district, Lahat city

To find out the extent of the effectiveness of the implementation of e-kelurahan in the Bandar Agung sub-district office, Lahat sub-district, Lahat city, I used indicators of effectiveness according to (Gibson, James L; Ivancecic, John M.; Donnelly, 1996), namely, production, efficiency, execution, adaptation and concealment. . These indicators are based on the analyzed characteristics of the e-curriculum and are intended to be innovative and useful. As a result, Gibson's numerical indicators are analyzed using the information provided by the Reporter and available Secondary Data.

3.4. Production of e-subdistrict services

The production process requires organizational involvement to produce each good/service as a service. This results in outputs that are accepted by various stakeholders and stakeholders. The application of e-kelurahan in the production of the Bandar Agung District Office is based on the volume of sub-district output and the volume of e-kelurahan data. The initial aim of creating the e-kelurahan application was to support the orderly implementation of regional goodbye administration at the sub-district level. Spearheading services to communities in urban areas It is hoped that it can provide services to the community in accordance with existing technology and developments. Production in e-subdistrict services at the Bandar Agung Subdistrict office is explained in the results of the author's interview with the Acting Head of the Service Section The Bandar Agung Subdistrict Office explained that: "The e-subdistrict application in Bandar Agung has been around since MOU was activated with Telkom. Using the e-kelurahan application, I am currently working on several projects. SKTM, Family Card, Move-In, KTP, and other information products are some of the e-kelurahan applications used in Bandar Agung. "Apart from providing custom fitting services according to needs in the same sub-district, we also often provide this service.

Another thing was explained by a resident of Bandar Agung sub-district. He revealed that: "The e-kelurahan application in Bandar Agung has been around since MOU was activated with Telkom. Using the e-kelurahan application, I am currently working on several projects. SKTM, Kelurga Card, Move-In, KTP, and other information products are some of the e-kelurahan applications used in Bandar Agung. Apart from providing custom fitting services according to needs in the same sub-district, we also often provide this service.

Table 1. Recapitulation of Bandar Agung e-subdistrict services
Period September to December 2022

No	Type of service	Amount
1	Registration of Letters (Application for KK, Heirs, Land, Retirement, Moving Out, Neighbor Notification for IMB, KTP, Move Coming)	1756
2	Domicile Certificate (Organization/NGO Domicile Decree, SK Foundation/Cooperative Domicile, Temporary Domicile Decree)	54
3	Certificate of Inadequacy (Health SKTM, PBB SKTM, PMKS SKTM, Education SKTM)	170
4	Certificate (Decree on Population Biodata, Decree of Good Behavior, Business Decree, SK Doesn't Have a House, SK Not Married)	275
5	Birth Certificate (Birth Certificate Less Than 60 Days, Birth Certificate More Than 60 Days Old)	264
6	Death Certificate (Death Certificate Less Than 30 Days Old, Death Certificate Older Than 30 Days)	127
7	Cover Letter (Cover Letter for Joining the Contract)	304
	Total	2950

Source : *Bandar Agung Subdistrict Data 2022*.

E-Kelurahan Bandar Agung is still available even though this application is only used by a small portion of the community, as evidenced by the lack of information. To use the e-learning application, there are steps in the manual. The final step in the e-learning process is increasing the program output. This shows that the e-kelurahan application can be used as a data portal in the sense that the data entered into the e-kelurahan application can be used as a valid data base in the subdistrict and can be used as data information. In November 2019, the e-kelurahan application was released by Manajahlega officials with the aim of providing education to the general public. Based on the existing summary, the total number of users of the e-kelurahan application is 42 people.

3.5. Efficiency of e-kelurahan implementation

The efficiency of subdistrict administration is reflected in the output to input ratio. Efficiency measurement, which includes savings and service efficiency in terms of processing time. What is meant by "efficiency" is that all services can be completed on time and at a cheaper cost compared to manual processes using the e-kelurahan application. The researcher's conversation with Acting. The Head of the Bandar Agung Service Section produced the following information: When compared with the situation before and after using the e-kelurahan application, the latter is quite economical. The server rental fee is only IDR 550,000 per month per ward. This application is not damaged, so if an error occurs it can be fixed immediately. In terms of reducing waiting time after using the e-kelurahan application, our service still experiences problems in several types. (Interview Results November 10, 2022)

The following is a statement from the e-kelurahan operator which provides an explanation regarding this: Actually, we always open the e-kelurahan application, but if there are several types of services, manual verification is still required because some stages of the service mechanism are not working. We occasionally continue the backup with process instructions so that service can continue. (Interview Results November 10, 2022)

3.6. Satisfaction of Bandar Agung e-district Users

As a benchmark for the success of implementing e-kelurahan in Bandar Agung Subdistrict, the satisfaction of the Bandar Agung Subdistrict community is responsible for the attitude of employees, and handling and complaints. when using e-districts, handheld devices, and the types of payment systems that the general public will use. Interview with Plt. The Bandar Agung sub-district head produced the following results: as a result, many people used the free e-kelurahan application. Despite the fact that complaints can be used for a variety of purposes, many people are unaware of their proper application. As a result, neither the Ministry Mottos nor the Ministry Announcements they produced were used properly. (Interview Results November 10, 2022)

As a result of the recommendations of the Head of the Bandar Agung Subdistrict Services Section, the wider community has felt the benefits of effective e-subdistrict implementation, although there are still other complaints in the current service pair. The Subdistrict Apparatus aims to highlight and analyze the potential success of the application, as well as its various benefits. The four mottos of Bandar Agung Village, namely Polite, Sincere, Accountable, and Excellent, are used in the second series of services displayed in the apparatus. The motto above was written by the Bandar Agung Village Apparatus, specifically for the purpose of creating a user interface for the district application. This article discusses one of the professional residents of a sub-district member of Bandar Agung from BUMN: "The service in the sub-district is quite good, since the e-sub-district application has been introduced, several letter writing services have become faster and easier. "Especially the attitude of sub-district employees who can provide good explanations regarding the e-sub-district application." (Interview Results November 15 2016)

3.7. E-Subdistrict Development

The most effective method is to invest a day's worth of money to increase the accuracy and quantity of information available to users as well as the general public. If you use a web-based application model, you don't have to worry about complicated installations, difficult specifics. Instead, you can build it on a PC or laptop. The use of e-learning applications in conjunction with cloud computing or WAN systems is gaining popularity as it continues to be a prominent trend in the computing industry, and many people are using these applications. E-Kelurahan can be used as a feeder data source for various data-based areas, such as number of buildings, number of babies, and other information. Interviews with Lahat Subdistrict Analysts produced the following results: Subdistrict applications will eventually be converted into a portal that accommodates a number of individual applications, such as e-posyandu and applications from other areas. innovation in the lahat region. Later, these applications will be linked to each other. (Interview Results November 25, 2022)

According to the Lahat Subdistrict Analyst's statement, the Lahat City Government will continue to encourage innovation in the implementation of services. Especially if you look at the characteristics of the city's population, the majority of whom are able to accept technological developments. It is anticipated that a wider range of community-provided services will be provided more quickly and easily. As a result, application development is absolutely necessary for e-government implementation.

4. CONCLUSION

From the results of the research conducted by the author, it is known that village administration needs to be supported by supporting facilities and infrastructure for several devices such as computers, servers and applications. Quality infrastructure can influence the success of e-

kelurahan. The following are the results of the interview with Plt. Head of Bandar Agung Subdistrict Service Division: "E-subdistrict practices and facilities have been implemented at the Bandar Agung Subdistrict office, consisting of two computers, and for the Lahat network which is identical to PT Telkom, this is because the server which is identical to PT Telkom is quite large, usage websites are also difficult because of the offline nature of e-currency, meaning that if data is accessed it can be lost." This statement is supported by the researcher's observation that there are 2 computers and a network, as well as applications. The e-kelurahan infrastructure at the Bandar Agung Subdistrict Office is adequate. To realize the implementation of e-kelurahan requires readiness in terms of technology, network and management that is reliable and evenly distributed throughout Subdistricts in Lahat City so that services to the community run well.

How to realize village governance that is transparent, accountable and free of corruption is one of the goals of e-kelurahan. To realize e-kelurahan, apparatus capabilities are needed. The interview with Pj's findings is listed below. Head of Bandar Agung Subdistrict Services Section: Not all of the e-subdistrict officials in Bandar Agung Subdistrict understand the organization's operations. Young operators, despite their lack of IT education, are very up to date on technological advances.

It can be seen from the interview results that not all devices related to e-kelurahan know how to use the application. There are still many officials who do not understand the current conditions that demand accelerated development of technology services. Because closure officials are of the opinion that the manual service process is sometimes faster than the e-kelurahan application, so some services are still carried out manually.

The lack of strengthening regulations in Bandar Agung District is one of the obstacles to implementing e-kelurahan. Interviews with Subdistrict Analysts from the Public Administration Section of Lahat City produced the following information: As one of the e-government implementations, the subdistrict application is used to support the success of the Lahat City smart city program. In Lahat City, there is currently no regional regulation regarding e-kelurahan.

5. DECLARATION OF COMPETING INTEREST

We declare that we have no conflict of interest.

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