



Readiness of Warunggunung Village, Lebak Regency in Realizing the Smart Village Program: a Review of the Smart Government Domain

Rika Ramadhan¹, Budi Puspo Priyadi¹, Retno Sunu Astusi¹

¹Magister Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Diponegoro

*Corresponding Author: Rika Ramadhan

E-mail: rikaramadhan667@gmail.com



Article Info

Article history:

Received 18 June 2024

Received in revised form 7

September 2024

Accepted 19 September 2024

Keywords:

Smart Government

Services

Smart Village

Abstract

In research This the existence of a Smart village in Warunggunung Village can understand problems faced by the village with understand situation latest from problems that exist in the village, with manage various source power to be effective and efficient, then maximizing objective for serve public. Study This aim for see how one dimensions of the smart village implemented namely smart government in Warunggunung Village, Lebak Regency. Method used in study This is descriptive qualitative use theory from Bakri (2004) about readiness with the STOPE model. Interview data collection done with informant from the Warunggunung Village Head's Office and parties public. Research result show that readiness village warunggunung in dimensions of smart government yet walk with Good seen from lack of budget and HR readiness of Warunggunung Village in prepare digitalization service village in Warunggunung Village Because Still There is a number of features that are not yet Can walk optimally. Other perceived obstacles were also seen from side public it's the one that's lacking participate active and public with the world of digitalization. Efforts made as preparedness and coping factor inhibitor with do training For increase the quality of human resources as well Keep going do socialization massively to the people of Warunggunung Village about method use technology digital information and services.

Introduction

Development technology in this modern era has given change to Lots aspect life humans, not only aspect infrastructure, however change That even touch aspects social and life We every day (Veeramootoo et al., 2018). This aspect is no exception politics and government. Government in the era of globalization This sued for can adapt self with use technology and systems information in service the public and change method in arrange his organization is popular with term e-government (Twizeyimana & Andersson, 2019). Change this of course aim for increase quality service with increasing effectiveness and efficiency service as well as responsibility from government in give service (Sá et al., 2016).

Service public with utilization technology information also appears in the Regulations Government Number 96 of 2012 concerning implementation Constitution Number 25 of 2009 concerning service public. In order to make it easier maintenance various form service public, yes done maintenance system service integrated with combine a number of type services performed in a way integrated in One place physique or virtually electronic. Presence Regulation President No. 95 of 2018 concerning System Government Based Electronics (SPBE) is a reform for governance or management government in Indonesia. Based on policy that, all over agency government must implement SPBE or more known with e-government.

The application of SPBE is aimed at for realizing effective and efficient work processes as well as increase quality service public.

Quality service become decider image from government Because in service the how much good service that will give satisfaction for public as the assessing party performance from government (Rinaldi, 2012). However, when This Still found problems in organizer service public, that is organization bureaucracy. Things like slow service, inaccuracy time service, and even phenomenon official bureaucrats who think public as the client requested help them and assume position self, they are above public often occur and are complained about by the public (Mahsyar, 2011).

Every public own right for obtain service good and quality public from governments and organizations state bureaucracy has obligation for fulfil right the with give services that are effective, professional, simple, transparent, responsive and adaptive. If not fulfilled, society has the ability for assessing, rejecting, reporting, and demanding on its non-fulfillment rights (Cahyadi, 2016). Enhancement quality service need done for the community can regardless from many things bad are they find when accept service public Because service public is function important the government must execute as best as possible (Maryam, 2016).

At first technology information in service public in the field government This called e-government, unfortunately draft from this e-government have weakness, that is service Still separately for each service from every agency. With existing e-government foundation so appear update called “smart government”. Impact from matter This is systems in smart government can support and guarantee convenience access service in a way effective.

This smart government concept is basically giving ease of service public. A number of villages in Indonesia have also integrate smart government concept with smart village application. Starting concept developed in overcome problem village moment This with utilise development technology is smart village concept. This “smart” concept initially appears for overcome problem urban and improving quality life public.

Smart villages are derivative from smarter city concept Formerly implementing the 4.0 era in development of urban areas (Malek & Adawiyah, 2019). Difference second draft the only located on location its implementation. If smart cities are implemented at the city level So the smart village is implemented at the village level. Smart village rated will become solution for overcome inequality development between cities and villages as well as other problems such as service bad public as well as how difficult it is public in access information village (Marlintha et al., 2017). Smart village complies (Viswanadham & Vedula, 2010), viz utilization progress technology information and communications (ICT) to in bunch services managed by the community village in do various activity so that more effective and efficient with based on four dimensions, namely smart resources, smart technology, smart institutions, and smart service chains.

The application of smart villages has trend towards utilization technology information and communication (ICT) in provision innovation service public ICT based. As for focus from the smart village program or village intelligent consists from six pillars. First, residents smart (smart people). Second, mobility smart (smart mobility). Third, economics smart (smart economy). Fourth, government smart (smart government). Fifth, pattern life smart (smart living). Lastly, the environment smart (smart environment).

Smart government is A a term that refers to implementation technology information on services public in the field government in a way effective. Smart government becomes important dimensions in a smart village because related tightly with governance government implemented village in a 'smart' way so capable change patterns traditional in bureaucracy

become more fast, effective, efficient as well as communicative with utilise progress technology information and communication (Subkhan, 2019).

Government Keep going carry out search for identify village intelligent, esp government PDTT village ministry which has confessed a number of villages already stated as village smart (smart village) is one of them is in Banten Province, located in Lebak Regency seven subdistrict as many as 20 villages. The news stated in decision Head of the Village, Disadvantaged Regions and Transmigration Development and Information Agency number 55 of 2022 concerning designation of 1,000 villages in Indonesia as smart villages or village smart.

Dozens of villages in Lebak Regency as recipient of the smart village program or village intelligently encouraged by the Ministry of Villages presents data based easy electronics accessible to the public anytime and anywhere. With utilization technology the required data information Can easy looking for one of them related with community data No capable as recipient help. The implementation of smart government is way that can be done for increase quality service public. With the existence of smart government in government expected can increase performance agency government. For can implementing smart government requires a media based electronic. For example, do creating government websites is step beginning development smart village concept. Group interests/stakeholders' interest can obtain information faster and faster in do service public (Nugraha, 2018).

PT Telkom Indonesia collaborates Association Indonesian Village Government (APDESI) Lebak for the Smart Village Nusantara (SVN) program. This program Telkom carried out with presenting application Simple village, via applications that can downloaded via this play store all over village Lebak Regency can increase his service to public with materialized digitalization village. Application Simple village This own various feature interesting that can be push sector economy village nor increase service public in government village (Pemdes), where will There is room for inhabitant with government village For each other interact to use progress village local.

In supporting smart government, one of the pillars of smart villages in Lebak Regency has been create a system site finance village-based village intelligent among them: first, siskeudes; second, sir village; third, sitanti; fourth, executive information system; fifth, corporate internet bank and director general online tax. Fifth system the made by Lebak Regency as supporter in implementation of the smart village program. Fifth system they can see in figure 1 below this.

For support government programs for build village smart, necessary measurement ability every element that support it. A number of studies previously has shown that human, source Power nature, economy, and infrastructure can be measured its readiness for build village smart, especially in relation to with support to application technology. Implementation village smart in aspects of smart government, one of them is digital technology driven For Can support availability service basics and services effective public. Appropriate technology with developments over time and offers convenience for users, institutions finance, and business (Firdaus & Aziz, 2021). With Thus, it is needed analysis to readiness public village in apply digital government, as effort support development village clever.

E-readiness online complete measure readiness various aspect supporter from implementation village smart on all domains. Although Lots perspective about the e-readiness model, however in a way general e-readiness is agreed on readiness good individuals, governments, and regional demographics use digital technology towards achieved formation village clever. E-readiness online short covers component in the form of ICT, governance government, and HR or society (Alfaat, 2020). There are many different e-readiness assessment models depending on the goals and methodology. One of them is an e-readiness assessment model with STOPE

concept. STOP yourself Actually is acronym from strategy, technology, organization, people, and environment are internal domains e-readiness assessment in implementation of e-government (Bakry, 2004).

Warunggunung Village is one of existing village under the District area Warunggunung Lebak Regency. Warunggunung Village be one created village as smart village. Warunggunung Village own amount population 4,422 with the number of RWs is six. Warunggunung Village Still have visible flaws, such as infrastructure road yet well, no There is room open green. So, from That in developing a smart village or village clever need his name introduce ICT field to community and support development area rural so that capable adapt with developments over time for operate wheel government level village. Not just governance just but also demanded for develop economy public through the Village-Owned Enterprises (BUMDES) owned by.

Brilliant village idea can expand quality and source existing power for push door open new. In a smart village, organization and administration can also be done improved with use room computerized, technology communication broadcast, development and expanded understanding. In terms of this, of course all stakeholders must Can each other support in reach application from smart village because level the village also has limitation in existing management. Become a challenge separately what we can be certain of is How running a smart village with all limitations that exist in the village. So, from that, p interesting Can studied in study this is see how warunggunung village readiness in realizing the smart village program in the smart government dimension by notice existence service public, transparency and policy in Warunggunung Village Lebak Regency.

Methods

Study This use approach qualitative explanation that objective from study This is understand phenomena experienced subject research (Oktaviani et al., 2019). Data collection techniques with do observation, interviews based on two secondary and primary data sources with use technique withdrawal sample that is sample purposive Because in accordance with approach study more qualitative focuses on the process rather than results, as well often limited to one case certain (Sugiyono, 2019). Data analysis techniques used that is reducing data, displaying data and creating data conclusions from Miles & Huberman (1994).

Results and Discussion

There is shape innovations made by the government in system service in the something one of the agencies namely the Digital Village which is in this Digital Village change system service manually become in a way effective Again with utilizing SID (System Village Information). in accordance with Village Law Article 86 concerning system Village Information is the part that doesn't inseparable from implementation of the Village Law. In section third Village Law Article 86 concerning System Village Development and Rural Development Information explained that village entitled get information through system information developed by the government city.

Warunggunung Village can say as a smart village because there is a Smart Digital Village (SDD) which SDD is system information village used for give service to public so that Smart Village Digital (SDD) function normally almost the same. Although generally own the same function, every application owns the advantages and disadvantages of each. It depends on how developer innovate and implement concepts and features that are not there is in a similar program other likewise with Warunggunung Village which has already been done including into a smart digital village. Based on the existence of this SDD in Warunggunung Village is one of form the existence of smart government.

Strategy

Strategies that include ICT leadership and ICT Development (Bakry, 2004). Strategy ie efforts made in the government For make caring government will public. Warunggunung village have digital ambassador as companion technical officer on duty accompany as well as supervise all village digital cadres who have appointed by the Village Government. With period 2 years of work and includes about 5 villages, role mainly is pushing digital literacy, developing digital space, as well facilitate inhabitant village in innovate in accordance potency village. Strategy created by the Warunggunung Village government and village digital ambassadors in digital services, namely through exists planning budget village related with development of smart villages or village intelligent in RPJDES and RKPDES. Apart from that, the government village stall owns the activities carried out with objective support development village innovative digital based.

In implementing the strategy created by the first Warunggunung Village government made through exists empowerment public to use for increase outlook public related technology through socialization-socialization digital literacy especially previously carried out by the government village, from literacy the then do it an innovation. Following This picture socialization held party village to public.

Government village Warunggunung do empowerment public to use increase economy public through there is a listening workshop give briefing about application umkm for facilitate sale online, creating halal brands and attractive packaging, p this is done to all over umkm in the village warunggunung. matter the be one factor in achievement of smart government in Warunggunung Village and related areas participation public for convey aspirations he has.

Technology

Technology that includes infrastructure ICT basics, e-service infrastructure, ICT provision and ICT support (Bakry, 2004). Form there is a smart village in Warunggunung Village that is with exists creating a website in Warunggunung Village For increase services available in Warunggunung Village. Smart village is one of them form initiative government in utilise existing technology which is deep implementation of SDD in villages as person responsible namely by the head of Warunggunung Village. The management of the digital village website is managed by the Warunggunung Village government which is the drawback Not yet there are skilled human resources in IT field. However, this website will as soon as possible run and will Keep going managed so that Warunggunung Village No left behind technology Good from side his government nor side its people. In period short innovations that will be carried out by the government village stall that is make application payment tax with using electronics.

Data Center (EDC) p this for makes it easier service in payment tax to public when inhabitant pay tax so will direct go out receipt payment is on the spot. Billing limits tax started myself from April to September 30. Another innovation that will be carried out by the village stall in form village digital services to public that is application letter write for reduce use paper, the impact will be happen to public when want to make letter will easier No never mind bring books like usually. In terms of this is also the government village invite to public for follow Study together about digital letter with device village.

Warunggunung Village in matter the service also uses instagram and whatsapp information media. this media aims for give information with fast to public. Apart from getting information, society can give information about village so that here involves public as well as government village in a way active, deep frame speed up development and openness information public. the media beneficial as means publication about profile, potential, announcements, programs as well taking pictures activity villages that can accessed no only by the government villages

2051

and residents local but all-over Indonesian citizens with account Instagram platforms @desawarunggunung, @governmentdesawarung and @rkdd. stall as room Warunggunung Village digital community. Following picture about Warunggunung Village Instagram account.

Impact from it is felt that there is a smart village program in Warunggunung Village public around that is still not yet to impact big in services provided by the government village in Warunggunung, because one felt it the people of Warunggunung Village in using service media the still part not yet can running optimally. If seen from side government that is perceived impact from existence of service media digitally based enough feel helped so that public can read any time But of course there is difficulties and obstacles from lack of understanding public to technology especially change habit public in switch into the world of digitalization.

Browse

Insiders the theory explained by (Bakry, 2004), namely People or like ICT awareness, ICT education and training, qualifications and employment as well as management ICT skills. Development the important for create room scope innovative and efficient learning. So it's shaped room this digital community for inhabitant learn, do discuss, innovate, and collaborate using operational models sustainable.

In its application Warunggunung Village government keep going support exists ICT literacy and systems ICT education p this part from the smart village program for literacy public in implementing the pillars of a smart village or village smart. Warunggunung Village Government always involve public that is be marked with exists participation public in discussion government village because in the musdes also discussed in connection objective from the existence of a smart village in Warunggunung Village and methods using healthy internet for progress village as well as for make it easier information about village.

Related in deliberation and socialization digital literacy in Warunggunung Village participation public do activity empowerment for help increase knowledge and skills in matter use of the internet already start done. In terms of this carried out by some MSMEs who want to give it training about market place application as receptacle online business for MSMEs in Warunggunung Village. However still lots poor society participate when invited for do trainings digitalization services and digital literacy sometimes only There is RT, RW and around fifteen parties the people present.

Organization

Organization in theory explained by (Bakry, 2004), namely leads to ICT collaboration and ICT management in device village as supporting the smart village program in the smart government pillar. In the implementation, device village do collaboration with service comminfo related to the village website and MSME service for do braid partnerships, market opportunities and improvements quality resource man in support implementation of smart villages or village smart.

Government village have a program with related MSME services training-training to public related engaging digital content and licensing business for umkm, one profit from digitalization is allows MSMEs to expand market reach through digital marketing. MSMEs can create a website, utilize social media, or a market place for promote products and services they to more audience wide. With Thus, MSMEs can reach consumer more potential many and expand their market. Based on statement the researcher concludes for cooperation party villages and various party interest for public around already walk good because already there is service the training provided to society does in One month very.

Environment

Environment in theory explained by (Bakry, 2004), namely leads to an encompassing environment knowledge, sources power and economy, organization and infrastructure general. In its application infrastructure network Already realized to every village, even at the office village that's it there is adequate internet access in help service people in the office village.

One of thing that makes lack of achievement or success from something implementation service that is exists factor from competence possessed by the source Power the human. Based on from key informant statement that employee from Warunggunung Village office not yet have responsible apparatus answer special in management technology information available in the village and understanding related use of the smart village website in Warunggunung Village. Apart from HR factors for reach something implementation is also necessary seen from exists availability available budget support in management technology Warunggunung Village smart information.

Obstacle factor Implementation of Smart Government in Warunggunung Village

If seen from explanation related implementation of smart government in frame creating Warunggunung Village Lebak Regency as a smart village through exists digitalization village in form applications and digital literacy to community in Warunggunung Village Still spelled out not optimal because can see from a number of obstacles that occur in the its implementation.

Change habit it's very difficult indeed as well as exists transition in this world government about mandatory service given to public through technology for the services provided can done in a way efficient and effective. existing obstacles in implementation of smart government in frame creating Warunggunung Village Lebak Regency as a smart village through exists creating a smart village website in the village Warunggunung, application tax, manufacturing letter online, instagram and whatsapp applications. In terms of readiness of human resources owned by Warunggunung Village in managing the related smart village digitalization the already good however not optimal because still there is feature service the public has not can accessed then from facet readiness public about use technology still not yet ready because still there is features that are not yet can walk.

Technology of course can make work more felt easy, cheap, flexible Because can done anytime and anywhere, acceptance information is possible done whenever not there is a time limit. Technology of course be one breakthroughs made by the government for can give excellent service to public. Understanding about technology must moreover formerly known to the government so can give instruction later to public because no there are also few employees government still confused for operate computer.

The obstacles contained within implementation of smart government in frame creating Warunggunung Village Lebak Regency as a smart village through exists creating a smart village website in Warunggunung Village, namely lack of source Power man from side government understands technology specifically in managing the website and developing the website so always updated and available available budget support in management of smart village websites Warunggunung. Available budget in management of the Warunggunung Village smart website not yet maximally and routinely every time the year. Other perceived obstacles were also seen from side public those who haven't lay with the world of digitalization because of course understanding about the world of digitalization not enough I 've been used to it for a long-time life without technology for do transition into the world of digitalization Enough difficult. If seen from the other side ie from public around village not enough participate in invitation trainings digitalization service.

So you can made conclusion that existing obstacles in implementation of smart government in frame creating Warunggunung Village Lebak Regency as a smart village through exists creating websites, applications tax, app making online mail, system online complaints based on instagram, whatsapp and training digital literacy smart services in Warunggunung Village that is from facet budget owned by Warunggunung Village related digitalization that, then from facet readiness public about use technology Still not enough ready, last Because Still There is a number of features that are not yet Can walk.

Conclusion

Based on explanation previously related results study from readiness village stall regency swamp in realizing the smart village program: a review of the smart government domain then can concluded that readiness implementation of smart government in frame creating Warunggunung Village Lebak Regency is considered a smart village not yet walk with good because seen from lack of HR readiness from Warunggunung Village in prepare digitalization service village in village Warunggunung because still because still there is a number of features that are not yet can walk.

Obstacle factor in implementation of smart government in frame creating Warunggunung Village Lebak Regency as a smart village, namely lack of source Power man from side government understands technology, and budget that has not maximum for develop digitalization village them. Other perceived obstacles were also seen from side public it's lacking participate active and public with the world of digitalization Because of course understanding about the world of digitalization not enough I 've been used to it for a long-time life without technology so if for no transition into the world of digitalization enough difficult. Efforts made for overcome factor inhibitor with do training to government local For increase the quality of human resources as well keep going do socialization massively to the people of Warunggunung Village about method use technology information.

References

- Alfaat, F. H. (2020). The Readiness Of Palangka Raya City Government Towards The Smart City. *International Journal of Kybernology*, 5(2), 302–311.
- Bakry, S. H. (2004). Development of e-government: a STOPE view. *International Journal of Network Management*, 14(5), 339–350. <https://doi.org/10.1002/nem.529>
- Cahyadi, R. (2016). Inovasi kualitas pelayanan publik pemerintah daerah. *Fiat Justicia Jurnal Ilmu Hukum Fakultas Hukum Universitas Lampung*, 10(3), 569–586. <http://repository.lppm.unila.ac.id/6143/>
- Firdaus, N., & Aziz, A. (2021). Go-Payment: towards cashless payment system for smart village application in Indonesia. *2021 3rd International Conference on Cybernetics and Intelligent System (ICORIS)*, 1–6. <https://doi.org/10.1109/ICORIS52787.2021.9649644>
- Mahsyar, A. (2011). Masalah pelayanan publik di Indonesia dalam perspektif administrasi publik. *Otoritas: Jurnal Ilmu Pemerintahan*, 1(2). <https://doi.org/10.26618/ojip.v1i2.22>
- Malek, J. A., & Adawiyah, R. (2019). *Smart City (SC)–Smart Village (SC) and the 'Rurban' Concept from a Malaysia-Indonesia perspective*. <https://philpapers.org/rec/MALSCS-3>
- Marlintha, A. B., Irawan, B., & Latuconsina, R. (2017). Design and implementation of smart village mapping geographic information system based web in the cinunuk village.

2017 IEEE Asia Pacific Conference on Wireless and Mobile (APWiMob), 66–71.
<https://doi.org/10.1109/APWiMob.2017.8284006>

- Miles, M. B. (1994). *Qualitative data analysis: An expanded sourcebook*. Thousand Oaks.
- Nugraha, J. T. (2018). E-Government dan pelayanan publik (studi tentang elemen sukses pengembangan e-government di pemerintah kabupaten Sleman). *Jurnal Komunikasi Dan Kajian Media*, 2(1), 32–42.
- Oktaviani, U., Nafisah, S., Apriliyani, M. N., Susanti, E., & Pamungkas, M. D. (2019). Lawang Sewu dalam sudut pandang geometri. *Jurnal Pendidikan Matematika (Kudus)*, 2(1), 87–100. <https://doi.org/10.21043/jpm.v2i1.6348>
- Rinaldi, R. (2012). Analisis kualitas pelayanan publik. *Jurnal Administrasi Publik (Public Administration Journal)*, 2(1), 22–34. <https://doi.org/10.31289/jap.v2i1.945>
- Sá, F., Rocha, Á., & Cota, M. P. (2016). Potential dimensions for a local e-Government services quality model. *Telematics and Informatics*, 33(2), 270–276. <https://doi.org/10.1016/j.tele.2015.08.005>
- Subkhan, F. , T. S. , L. F. , K. H. , K. F. R. , E. H. S. , & B. R. (2019). *Buku Panduan Penyusunan Masterplan Smart City: Gerakan Menuju 100 Smart City Pemerintah Kabupaten Padang Pariaman*. Kementerian Komunikasi dan Informatika Republik Indonesia. Tanjungpinang. <https://www.tanjungpinangkota.go.id/data/download-area/151>
- Sugiyono, P. D. (2019). *Metode Penelitian Kuantitatif Kualitatif dan R&D* (M. Dr. Ir. Sutopo. S. Pd. ALFABETA, Cv.
- Twizeyimana, J. D., & Andersson, A. (2019). The public value of E-Government—A literature review. *Government Information Quarterly*, 36(2), 167–178. <https://doi.org/10.1016/j.giq.2019.01.001>
- Veeramootoo, N., Nunkoo, R., & Dwivedi, Y. K. (2018). What determines success of an e-government service? Validation of an integrative model of e-filing continuance usage. *Government Information Quarterly*, 35(2), 161–174. <https://doi.org/10.1016/j.giq.2018.03.004>
- Viswanadham, N., & Vedula, S. (2010). Design of smart villages. *Cent. Glob. Logist. Manuf. Strateg.*, 1–16.