West Lombok Towards Smart Government (Case Study of E Government Implementation at the Population and Civil Registration Services Office)

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Abstract

This study aims to evaluate the implementation of smart government in West Lombok Regency, West Nusa Tenggara. The research was conducted at the population and civil registration services by looking at four aspects, namely: an overview of the use of information technology-based applications used, public services performed, an overview of the bureaucracy, public policies and explaining the factors that hinder the ineffectiveness of smart government. The method used is a qualitative research method. Data collection was carried out through interviews, document review and observation. The results showed that the implementation of smart government at the Population and Civil Registry Office of West Lombok district from public service indicators has not been said to be effective, there still needs to be an increase in facilities and infrastructure, especially computers, scanners, adding internet networks in each service room. The policy aspect is also not said to be effective because people are not aware of the existence of the policy because there are still many people who do not have smartphones and do not understand technology. In addition, online socialization needs to be massively encouraged. Lack of budget from APBD funds resulting in limitations in buying facilities and infrastructure that support smart government.

Keywords: Smart government, Information technology, Public Services, Bureaucracy, Budget

INTRODUCTION

Information technology is developing very rapidly. The use of applications and smartphones can be used as access in disseminating information, especially information about government and government work programs. The application of e-Gov in government has been implemented in many places, even down to the district level by utilizing advances in information technology.

The Ministry of Communication and Information is planning a Smart City program with a focus on developing basic urban facilities and infrastructure (integrated and environmentally friendly public transportation), economic facilities (non-cash transactions), security based on information and communication technology (CCTV, data and information security). Improving health, education, socio-cultural (energy friendly environment) services, tourism, as well as decent and affordable housing. For this reason, districts/cities in Indonesia that are planning a Smart City program need to also look at their fiscal/financial (regional budget and local revenue) so they can focus and prioritize which areas will be optimized and developed. Several big cities that are ready to

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implement Smart City include; DKI Jakarta, Bandung, Makassar, Yogyakarta, Surabaya, Medan, Padang, and other big cities.

Gassmann, Böhm, and Palmié (2021) and Ramaprasad, Sanchez Ortiz, and Syn (2017) argue that advanced technology such as Artificial Intelligent (AI) and Internet of Things (IOT) play an important role in promoting Smart Sustainable City (SSC). Moreover, opportunities such as innovation, entrepreneurship, and job creation can be attracted by SSC, which leads to economic growth and flourish, as well as equitable and inclusive urban environment. The integration of smart cities research into modern theories of sustainable economic development and applied-technology-enabled innovative projects requires a holistic approach (Visvizi A, 2018).

Every local government in Indonesia is in race to become the leading innovator of smart city initiatives. The ambitious urban digitization program: "Gerakan 100 Smart City" was initiated in 2017 by the Ministry of Communication and Information, supported by the Ministry of Public Affairs, the Ministry of Finance, the Ministry of Public Works and Housing, and the Ministry of National Development Planning. Although the urban digitization program of smart city sounds promising, the implementation is lacking since there is neither specific national standard nor guidance to assist local government undertaking the smart city initiatives. With respect to the smart governance dimension that serves as an important

foundation for delivering government-related services (anisah herdiyanti, 2019)

West Lombok Regency, which is located in NTB Province, is one of the districts that is currently expected to be able to implement this. Moreover, the island of West Lombok, especially the Sekotong sub-district, which is located in the southern part of West Lombok Regency, with views of the sea when seen from the top of a hill that looks beautiful and contains copper, gold and silver, especially gold which is very promising for the glitter of the dollar. Olga Kolesnichenko (2021) said the strategy of creating smart cities should bring each citizen closer to SDGs at the individual level, laying in the personal space the principles of sustainable development and wellness of personality.

Information Technology (IT) is a form of digital technology that is developing very fast at this time. The demand for digital information technology in government is one of the main needs of the present because people will be able to easily access it quickly, precisely and accurately. The development of information technology (IT) with the use of applications and smartphones has provided access to information dissemination, especially information about government and government work programs. The application of E-Gov in government has been implemented at the district level, including in West Lombok Regency by utilizing advances in information technology.

E-Government (E-Gov) is basically an application of information and communication technology with

outsiders that is expected to be able to improve government performance and meet people's expectations of improving the quality of government work. E-Gov-based public information services are a form of embodiment of the principle of government accountability, with the implementation of E-Gov it can expand public participation where it is possible for the public to be involved in decision-making and government policies, as well as monitor and control developments in the running of the wheels of government so that all actions and implementation of policies can be accounted for.

E-Government, commonly known as e-gov, is short for electronic government, digital government, online government or government transformation. this concept is used (both at the Central Government and Regional Government levels) for all public sectors by involving information and communication technology in order to optimize public service processes that are efficient, transparent, effective and accountable. The implementation of e-government in West Lombok Regency is a manifestation of the Smart City program as a concept in complementing good and more competent governance with the aim of creating an effective, efficient and transparent work environment and accountability.

Districts/cities in Indonesia that are planning a smart city program also need to look at their fiscal/financial (regional budget and local revenue) so they can focus and prioritize which areas will be optimized and developed. West Lombok Regency, which is located in NTB Province, is one of the districts that is currently expected to be able to

implement this. What's more, the island of Lombok is currently the center of world attention with its Motor GP race in Mandalika

In 2017 the Ministry of Communication and Information issued a Guide to Preparation of Regional Smart City Master Plans. As part of the preparation for the preparation of the Smart City Master Plan, the West Lombok District Government took the initiative to compile an Information Technology Masterplan Document "Planning for the development of Smart Government". In preparing this document, it has referred to the Decree of the District Head of West Lombok

Information Technology (IT) is one of today's fast-developing technologies. Computerized information systems are needed in all fields to process data so as to produce the required information quickly, precisely and relevantly. In practice the development of Information Technology (IT) is able to influence people's lives and governance systems. In the era of digitalization, the government uses opportunities by utilizing aspects of Information Technology (IT) as a form of optimizing the government's role in providing public services.

The West Lombok Regency Government is one part of the government in the West Nusa Tenggara Islands which implements E-Government in providing public services. The demand for proper and straightforward facilities makes it a must for the West Lombok Regency government to implement E-Government. At present the West

Lombok Regency Government has implemented E-Government by implementing the g-online program capable of having a significant impact on the development of E-Government, but with various existing factors, especially the development of technical and infrastructure matters which are not matched by appropriate strategies and regulations. maximum, the program failed and abandoned.

Recovery efforts related to the implementation of E-Government are carried out in stages by changing the system in each local government organization using an electronic-based system. Until the West Lombok Regency government's smart city master plan emerged, this was also strengthened by the commitment of the local government which was subsequently stated in West Lombok Regent Decree West Nusa Tenggara No. 18845/DISKOMINFOTIK/2022.

Concerning the Establishment of the West Lombok Regency Government Smart City Council. The existence of a smart city Masteplan for West Lombok Regency is a form of sustainability and government commitment in implementing E-Government in the West Lombok Regency government area. convoluted, especially in the Department of Population and Civil Registration). Therefore the utilization of IT (information technology) in government or better known as E-Government, can answer the demands for services desired by the public/community.

The implementation of E-Government can improve the performance of the Regional Government (West Lombok Regency),

both for relations (private/public sector) between government institutions, between government and the community. E-Government can improve an administrative process and can provide good input for the government as an effort to improve the quality of public services.

Research Objectives

Based on the formulation of the problem above, the objectives of this study are as follows;

1. To evaluate the use of information technology-based applications used by the population and civil registration services in West Lombak Regency in carrying out their work.
2. To evaluate how far Smart Government is at the population and civil registration services from the aspect of public service
3. To evaluate the extent of Smart Government in the population and civil registration services from an efficient bureaucratic aspect
4. To evaluate how far Smart Government is at the population and civil registration services from the aspect of public policy

LITERATURE REVIEW
Smart City Theory

The literature emphasizes that a characteristic trait of smart cities is a focus on management using knowledge and innovation, especially those related to the development of information technology (IT) and information and communication technologies (ICT). The following management elements are important in the development of smart

cities defined in this way (Hajduk, S, 2020, Urban Tide, 2016) :

1. The definition of a strategic goal that includes the use of modern technologies for the improvement of urban services and cooperation developed between all stakeholders (Laurini, R,2021) & (Maurya, K.K.2021)

2. The use of open data in the process of informing the urban community about the development of the city, thereby increasing the transparency of city government activities (Landsbergen, D, 2022),

3. Investing in ICT technologies to ensure accelerated service innovations' implementation and to obtain automatic and dynamic responses in real time.

4. Adapting traditional organizational models of delivery using data and digital capabilities in favor of partnerships focused on shared outcomes (Fonseca, D, 2021), (Yoo, Y, 2021, Saadah M, 2021).

The strategic objective of improving the quality of services in modern cities and urban areas and their transformation to evolving dynamic organisations with digital reference layers enabling unique service experiences is a key challenge of our times. In fact, smart cities provide a context for a multidisciplinary discussion related to the value-added proposition of several leading-edge technologies, including immersive technologies, virtual and augmented reality (Lytras et al., 2016), wearable technologies, cloud computing, data science, big-data insights, social networks (Lytras and Mathkour, 2017), Web applications and internet technologies (Lytras et al., 2017; Wu et al., 2018).

Nowadays, the concept of smart sustainable governance is wrapped around basic principles such as: (i) transparency, (ii) accountability, (iii) stakeholders' involvement, and iv) citizens'participation. It is through these principles that are influenced by information and communication technologies (ICT), Internet of Things (IoT), and artificial intelligence, that the practices employed by citizens and their interaction with electronic government (e-government) are diversified. Previously, the misleading concepts of the smart city implied only the objective of the local level or public officials to utilize technology. However, the recent European experience and research studies have led to a more comprehensive notion that refers to the search for intelligent solutions which allow modern sustainable cities to enhance the quality of services provided to citizens and to improve the management of urban mobility (Wadim, Srrielkowski, 2022)

According to the Digital Agenda for Europe, the smart cities concept means smarter urban transport networks, upgraded water supply and waste-disposal facilities, along with more efficient ways to light and heat buildings. In addition, it encompasses a

more interactive and responsive city administration, safer public spaces and meeting the needs of an ageing population (Visvizi et al., 2017). It is a new paradigm, with the integration of internet technology in the urban context. The focus of the Special Issue is to analyse in depth the revolutionary role of internet technology for the integration and interconnection of citizens, businesses and government. This is a key requirement for the exploitation of some of the latest technology.

The globalization of information technology coincides with internet penetration in government activity spaces. Consequently, it requires local governments to make actual adaptations by presenting a public service system that is prime, efficient, and effective based on the internet (iradhad,2021). The Internet of Things (IoT) revolutionized the way people interact worldwide. Many users started setting up various applications on their smartphones and that changed the way they manage data (Korneeva, 2021) (Guevara, L,2021). Another very important aspect of IoT in smart cities is the data collected from IoT-connected sensors and infrastructure (e.g., smart building and smart home devices for occupancy, traffic cameras, radar detector sensors, loop detectors).

The good example of Kota Kinabalu (KK) is one of the pilot cities to implement smart city infrastructure in Malaysia. Given this privilege, lots of apps are needed to enable the city folks taking advantage of the highspeed bandwidth infrastructure. The paper of (Norazlina and Sarah Nafisa, 2021) describes the effort on the development of an apps, JumPark Bah as an

alternative to the current coupon-based parking system handled by the local authorities, Kota Kinabalu City Hall (KKCH). The paper discusses (Yu Chang Wu, 2020) about the model of information security policy in Taiwan's smart cities, uses Path Analysis to explore the characteristics of information security policy in smart cities, and examines the relationship between the formulation, implementation, maintenance, and effectiveness of information security policies. The paper of Phanaranan Sontiwanich (2022) presents the socio-political contexts of a smart city, the citizens' perspectives and awareness using Phuket, and Thailand as a case study. Desktop research was used to describe the context of the smart city policy; key driving organizations; budget allocation; and the guiding vision and mission statements at the local level.

Tantau and Santa (2021) [38] find that developing economies often lack comprehensive strategies for smart city development, which makes implementation efforts difficult and sometimes even impossible. Similar conclusions are reached by Naterer et al. (2018) [39] when analyzing the strategies of Slovenian cities and relating their content to the Europe 2020 Strategy. They note that Slovenian documents are of poor quality and do not comply with European guidelines. In practice, this results in selective and haphazard actions undertaken by city authorities to develop smart urban infrastructure, and such an approach does not support coordinated efforts to improve the quality of life of residents.

The design of a smart city or smart city is the design of city developments, especially developing cities. Smart city is a city design with the use of technology to assist in everyday life. The growth of smart city designs has different meanings from several parties based on their respective scientific perspectives, some opinions state that smart city designs can answer the needs of today's society in lightening from the side of life and health, but the differences of opinion from these experts have not resulted in understanding and knowledge. that can be used by all cities in the world.

Smart City is the improvement and arrangement of cities by utilizing technology so that various sources and parties from a city can be understood, understood and controlled effectively and efficiently. The concept of a Smart City, in general, includes a city that performs well in terms of economy, population, government, mobility and environment and a city that controls and integrates all infrastructure. Smart city (Smart city) can connect physical infrastructure, IT infrastructure, social infrastructure, and business infrastructure to increase city intelligence. Smart city (Smart city) with the use of smart computing can make the city and all its facilities work more efficiently and become livable for all people.

The definition of a smart city according to Cardullo and Kitchin is that a smart city is a smart city with a design concept that benefits the community, especially in utilizing existing resources to be efficient and effective. The existence of this smart city can further improve the quality of life and a place for the community and the city's ecosystem. The smart city movement in Indonesia has begun to be implemented, initiated by the government through the implementation of the Movement Towards 100 Smart Cities (source: Instructions for Realizing Smart Cities according to Cohe Diagrams, 2017).

Smart City is a city that uses digital technology to improve its performance, reduce costs and consumption, and to engage more actively and effectively with its citizens. There are three factors that are very influential in Smart Cities, namely: economic intelligence, social intelligence and environmental intelligence. The Smart City concept integrates technology and communication in daily governance with the aim of increasing efficiency, improving public services, and increasing the welfare of citizens. together. The development of governance by utilizing information and communication technology regulates the life of urban communities in all aspects so as to create smart cities in terms of human resource capacity and other supporting infrastructure.

Development of smart cities by integrating information, communication and Internet of Things (IoT) technology is also carried out in managing city government assets and public information and communication service systems so that city officials can interact directly with the community and city infrastructure and monitor what is happening in city how cities develop to create a better quality of life.

The Smart City concept was originally created by the IBM company.

Previously, various names had been discussed by world experts under the name digital city or Smart City (smart city). The point is that IBM's version, Smart City (smart city) are all cities whose instruments are interconnected and function intelligently which assist the community in managing existing resources efficiently and providing appropriate information to the public in carrying out their activities or anticipating unexpected events. The concept of a smart city in general includes; (1) a city that performs well with an eye on economy, population, governance, mobility, and environment; (2) a city that controls and integrates all infrastructure; (3) a city that can connect physical infrastructure, IT infrastructure, social infrastructure, and business infrastructure; (4) a city that is more efficient and livable.

The concept of a smart city may seem large and complicated, where everything is connected to one another through system integration with smart computing to support services to the community. There are 6 (six) pillars for building a smart city (Guidelines for Realizing Smart City according to the Cohen diagram, 20017), including; (1) smart economy such as economic activities in international events, development and research and startup development; (2) smart government related to openness and easy access to government data by the public, availability of internet facilities (wi-fi), and human resources in urban areas; (3) smart people, namely people who are educated and have community integration; (4) smart living is related to a healthy environment, guaranteed public safety, and income inequality ratio; (5) smart mobility, related to public transportation with the use of environmentally friendly energy, use of public transportation, and timely access to transportation; (6) smart environment related to green open space per capita, carbon footprint, and wise waste management.

According to Stephen Ezell the application of the smart city concept will provide benefits, including; (1) creating better livable city planning and development in the future; (2) increasing regional productivity or economic competitiveness; (3) making the economic system more efficient and integrated; (4) create houses and buildings that are environmentally friendly and use renewable energy sources; (5) improve the welfare of residents/communities in their territory.

Implementing/implementing the implementation of a smart city in an area can be one of the solutions in overcoming problems that exist in urban areas. The application of a smart city will make development and development in an area more efficient and effective. However, the implementation of a smart city requires commitment between the city government as a policy maker and the community as a party directly involved to work together to make it happen.

The foundation of a smart city is the presence of e-government by utilizing ICT in improving services to the community in order to support sustainability. The rapid development of technology that is not matched by bureaucracy will make public services worse in the eyes of the community

Smart Government

Smart Government as a medium for realizing Good Governance is one of the most important elements in cities, namely government agencies/agencies that are developed based on the function of information technology so that it can be accessed by interested parties effectively and efficiently. With the smart government concept, all data information related to urban areas, including people, infrastructure, networks, resources, policies, the economy, and the environment, will be converted in digital form so that they can be stored in a 'database' which can later be accessed by those interested via online network anywhere and anytime. Smart Government is defined as smart city governance as well as regional governance that is intelligently able to change traditional patterns in the bureaucracy so as to produce business processes that are faster, more effective, efficient, communicative and always make improvements. Smart Government must be implemented into three elements in governance, namely;

1. Public Service (Public Service) includes;
   a. Administrative services to the public: this product includes citizenship status, business status, competency certificates, ownership or control of goods. The form of these products are official documents such as SIUP, route permits, business licenses, deeds, identity cards, land certificates, and so on.
   b. Increasing the provision of infrastructure and monitoring the provision of basic needs for the community, for example nine basic commodities, clean water, and others.
   c. Increasing the provision of infrastructure and monitoring the provision of basic service needs for the community, such as telephone networks, electricity, internet, and others.

2. Efficient Bureaucratic Management (Bureaucracy);
   Bureaucratic governance that is oriented towards fairness, accountability and transparency. For example: e-planning system, e-budgeting, e-monev and others. The development of e-gov applications must be directed towards integrated & inter-operability of e-gov or those that communicate with each other and are connected between one application and another as well as across OPDs or what is called Smart e-Gov. This Smart e-Gov service needs to be supported by a 'City Operation Center (COC)'.

3. Public Policy Efficiency
   a. Making public policies by prioritizing aspects that have a positive impact on society through a mechanism for listening to people's aspirations on an ongoing basis.
   b. Government policy information systems (Regional Regulations and Regional Head Regulations) that can be accessed by the public easily.

Smart Government or smart governance aims to realize improvements in public service performance, government bureaucratic performance, and public policy efficiency performance. the

application of smart governance (Smart Government), among others: (1) Providing human resources with adequate quantity and quality for public service needs; (2) Improving the involvement and synergy between the community and the government in planning, socializing and implementing development; (3) Carry out continuous improvement of public service performance through reengineering effective, efficient and communicative business processes, as well as optimizing integrated and transparent online public service systems; (4) Optimizing the implementation and development of an electronic-based government system by focusing on data integration and system interoperability using technology that is guaranteed to last, and (5) Implementing a single data system that is open, complete, accurate and standardized, involving stakeholders as data trustees and paying attention to aspects of information security in terms of confidentiality, integrity, and availability, as an engine for driving the performance of public services and apparatus as well as improving the quality of decision/policy making analysis.

The smart government dimension is smart government bureaucratic management, this is also related to the realization of good governance namely effective and efficient bureaucratic management, the functioning of the regions as effective, transparent and responsible public service institutions. Smart government itself is a renewal of the concept of e-government in the effectiveness of public services where the implementation of e-government begins to be seen with real-time and faster services in government agencies.

E-Government

In principle, E-Government or commonly known as E-gov is short for electronic government, digital government, online government or transformational government. E-Government is an effort to develop electronic or information technology (IT)-based governance. E-Government will organize management systems and work processes within the government by optimizing the use of information and communication technology to provide information and services for citizens/community, business affairs, and other matters relating to government in order to increase internal efficiency, efficient governance processes. democratic, transparent and accountable. The application of e-government in cities is a form of the Smart City program as a concept to complement good and competent government governance. There are 3 (three) E-Government delivery models, including;

1. Government-to-Citizen or Government-to-Customer (G2C) is a one-way delivery of public services and information by the government to the public, enabling the exchange of information and communication between the public and the government, such as: Online taxes, Job search, Social Security Services, Personal documents (Birth and Marriage certificates, Passport Applications, Driver's Licenses), Immigration services, Health services, Scholarships, disaster management.

2. Government-to-Business (G2B), Represents electronic transactions where the government provides various information needed for businesses to transact with the government. Aimed at marketing products and services to the government to help the government become more efficient through improving business processes and electronic data management, such as e-procurement systems, company registration, government regulations (Business Law), auctions.

3. Government-to-Government (G2G), Government-to-Government Enables online communication and information exchange between departments or government agencies through an integrated database. Such as online consultation, blogging for legislatures, online education, integrated services to the community.

Implementation of E-Government in government has several advantages for society, including;

1. Better service to the community. Information can be accessed 24 hours, 7 days a week, without having to wait for the service office to open. Information can be searched from the office, home;

2. There is an increase in the relationship between the government, business people and the general public due to mutual openness (transparency), so it is hoped that relations between various parties will improve and eliminate mutual suspicion;

3. Involving or Empowering the community through information that is easy to obtain. With sufficient information, people will learn to be able to make their choices;

4. The implementation of a more efficient government. For example, government coordination can be done via e-mail or even video conferencing;

5. Information and Communication Technology (ICT) developed in government or what is called e-government makes it easier for the public to access government policies so that programs launched by the government can run smoothly and be quickly recognized by the public;

6. The public or society can provide input regarding policies made by the government so that they can improve government performance;

7. The application of this Website covers many aspects such as legal, religious, social and cultural, business and business areas, education, and so on;

8. There is various information from all types of public services such as transportation information, foreign exchange information, as well as information about the water level which is very useful for people who need this information.

Although the use of E-Government provides many advantages for the community, this also does not rule out some disadvantages for the community (Source: http://sriyanthigeg.blogspot.co.id), among others;

1. More and more people freely accessing government sites will open up opportunities for cybercrime that can damage the ICT system in e-government. For example, the case of breaking into the KPU website

during the holding of elections by a cracker;

2. Lack of interaction or communication between the admin (government) and the community/citizens, not meeting face to face, because e-government is made for mutual interaction between the government, the community, and other interested parties;

3. Lack of equality in public access to reliable, internet information on the web, and hidden agendas of government groups that can influence and bias public opinion;

4. The services provided by government sites have not been supported by an effective management system and work process because the readiness of regulations, procedures and human resource limitations greatly limits computerized penetration into government systems;

5. The strategy has not yet been established and the budget allocated for e-government is still inadequate;

6. Initiatives are individual agency efforts, thus a number of factors such as standardization, information security, authentication, and various basic applications that enable interoperability between sites in a reliable, safe and trusted manner receive less attention;

7. The gap in people's ability to access the internet network;

The development of E-Government has several stages. According to Andianto (2004:47) there are three levels of E-Government which are reflected by the appearance of the government website, namely;

1. Publication, communication that arises at this level is one-way, where the government publishes data and information so that it can be accessed directly by the public and other interested parties;

2. Interact, there are two applications that can be used for this two-way communication. First, the form of a portal where the site provides searching for those who want to find specific information. Second, the government provides a channel where the public can hold discussions with certain interested units;

3. Transact, at this level there has been a transfer (transfer) of money from one party to another as a consequence of the provision of services by the government. This application is more complicated because it requires a system of security and privacy protection for the parties to the transaction.

The concept of e-Government develops based on 3 (three) trends, namely:

1. The people are free to choose when and from where they want to get in touch with their government in order to carry out various transactions or interaction mechanisms required 24 hours a day and 7 days a week (non-stop);

2. To carry out this interaction mechanism, the community can and may choose multiple access channels, both traditional/conventional and the most modern, both provided by the government and in cooperation between the government and the

private sector or other non-commercial institutions;

3. Like the conductor in an orchestra, the government in this case acts as the main coordinator that enables the various things that the community wants to materialize, meaning that those concerned will create a conducive atmosphere so as to create an environment for administering government as the people aspire to. (Indrajit, Richardus E., 2002);

From the description above, the key concepts/theories for this thesis that the authors take are: there are three elements in smart governance, namely (1) Public services, (2), efficient bureaucracy, and (3).Public Policy. This is in accordance with the conditions and problems that exist in the study.

Public Policy

The term policy concept in English is often called the term polcy. Carl J Federick in Leo Agustino (2008: 7) defines that Policy is a series of actions/activities proposed by a person, group or government in a certain environment where there are obstacles (difficulties) and opportunities for implementing the proposed policy in order to achieve a certain goal.

Robert Eyestone as quoted by Leo Agustino (2008: 6) defines public policy as "the relationship between government units and their environment". Meanwhile, in the opinion of Suharto (2005: 7), states that: policy is "principles or ways of acting chosen to direct decision making". So policy is the methods used to choose the best alternative from the various alternatives available in making a decision. From the opinion above, it means that public policy is a policy made/carried out by the state with regard to the interests of society.

According to David Easton, as quoted by Thoha (2002:62), defines "public policy policy as The authoritative allocation of value for the whole society but it tums out only the government can authoritatively act on the wholw society and everything the government choosed to do or not to do results in allocations of values (authoritative allocation of values for the whole society and everything that the government chooses to do or not do is the result of the value allocation).

Wahab A (1998: 40-50), provides some guidelines regarding public policy as follows; (1) Policy must be distinguished from decisions; (2) actual policy cannot be distinguished from administration; (3) policies include behavior and expectations; (4) the policy includes no action or no action; (5) policies usually have an end result to be achieved; (6) each policy has specific goals or objectives, both explicit and implicit; (7) policies emerge from a process that takes place all the time; (8) the policy includes inter-organizational and intra-organizational relations; (9) public policy, although not exclusive, concerns the key roles of government institutions; (10) policies are formulated or defined subjectively

The notion of public policy is the scope of the study of public policy is very broad because it covers various fields and sectors such as economics, social politics, culture, law and so on. Besides that, judging from the hierarchy

of public policies, they can be national, regional or local, such as laws, government regulations, regional/ provincial government regulations, decisions of the governor, regent/mayor. Policies to do something are usually about provisions or laws and regulations made by the government so that they are binding and coercive.

Young and Quinn (Suharto, 2005:44) discuss several key concepts contained in public policy, namely:

1. Authorized government actions. Public policies are actions created and implemented by government agencies that have the legal, political and financial authority to do so

2. A reaction to real world needs and problems. Public policy seeks to respond to concrete problems and needs that develop in society

3. A set of goal-oriented actions. Public policy is usually not a single decision, but consists of several choices of actions or strategies made to achieve certain goals in the interests of the people

4. A decision to do or not do something. Public policy is generally a collective action to satisfy social problems. However, public policies can also be formulated based on the belief that social problems will be solved by existing policy frameworks and therefore do not require specific actions.

5. A justification made by a person or several actors, public policy contains a statement or justification for steps or action plans that have been formulated, not an intention or promise that has not been formulated. Decisions that have been

formulated in public policy can be made by a government body, or by several government representatives

Public Services

Before elaborating on the definition of public service, the author will first explain the meaning of the service itself according to several experts. In the opinion of Kotler (2008: 83), that: the notion of "service is any action or activity that can be offered by one party to another party is essentially intangible and does not result in any ownership". For more details according to Tjiptono (1996:15), explaining the characteristics of the service are as follows:

1. Intangible (intangible), meaning that it cannot be seen, touched and felt, smelled or heard before being purchased;

2. Can not be separated (inseparability), meaning sold first, then produced and consumed simultaneously

3. Variable/diverse (Variability/heterogeneity), meaning that there are many variations in form, quality and type, depending on who, when, and where the service is produced;

4. Perishability is a commodity that cannot stand and cannot be stored.

In services there is always an aspect of interaction between the consumer/public/society and the producer/government, although the parties involved are not always aware of it. Service is not an item, but an intangible process or activity. service in

the context of West Lombok Regency Government is providing services through smart government applications in the form of smart cities or in other forms of applications in order to achieve good government. in the law states: "Public service is an activity or a series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers".

Public service is the first step in the realization of good government in Indonesia. However, in reality, the implementation of public services carried out by the central and regional governments is still faced with ineffective and efficient services and inadequate quality of human resources. This can be seen from the large number of complaints from the public, both directly and indirectly, such as through the mass media demanding an increase in the quality of public services. The main problem that often occurs today is the government's lack of responsiveness in responding to the wishes of the community/public. and productivity and functions of government agencies in the field of public services; (2) encourage efforts to streamline service systems and management, so that public services can be provided in a more efficient and effective manner; (3) encourage the growth of creativity, initiative, and community participation in development and improve the welfare of the wider community.

Public services based on government functions (Sugiyanto, 2001: 5) include; (1) the public services provided may be in the form of environmental services, for example in the provision of facilities and infrastructure, including roads, bridges, parks, cleaning and so on; (2) Development services are empowering and facilitating, or providing facilities and infrastructure to increase economic growth, for example; (3) Protective services that provide security and protection services.

The level of quality of public service performance has a broad impact on various aspects of life, especially to achieve the level of community welfare. Therefore, efforts to improve public services must be carried out continuously and continuously and carried out by all levels of government apparatus, both at the central and regional levels.

service is very closely related to human life. In service organizations, of course, they will face service competition with several competitors both in terms of ways, techniques and methods of providing services to attract more people to use the services or products produced. According to Triguno (2002: 75-77) the standards that must be achieved by a person/group/institution/organization regarding the quality of Human Resources, quality of work methods, processes, and work results or products in the form of goods and services. Quality means having the meaning of satisfying those served, both internally and externally, in the sense of optimally fulfilling the demands/requirements of customers/society. Quality of service according to Lukman (2000: 10) is divided into three things, among others; (1) services provided to customers are in

accordance with the principles; (2) services provided to a person or another person, government/private organization in accordance with the applicable laws and regulations; (3) services provided to customers are in accordance with service standards that have been standardized as guidelines in providing services.

According to Gaspersz (Lukman, 2000: 46) State apparatus that organizes public services must be able to create total customer satisfaction by taking into account the dimensions to improve service quality, which include; (1) Timeliness of service; (2) service accuracy; (3) Politeness and friendliness in providing services; (4) Responsibility; (5) Completeness; (6) Ease of getting services; (7) Variation of service models; (8) Personal service; (9) Convenience in obtaining services; (10) service supporting attributes.

To create public services that can satisfy customers with growing service needs, steps are needed to continuously improve service quality, which include;

1. Issuing service guidelines which include requirements, procedures, fees/service fees and service completion deadlines, either in the form of guidebooks/announcements, or through other information media

2. Placing an officer who is responsible for checking the completeness of the application requirements for certainty regarding the acceptance or rejection of the application at that time

3. Implementing service requests according to the set time limit and if the set time limit is exceeded, then the request means that it is approved.

4. Prohibit and or eliminate additional fees deposited by other parties and eliminate all forms of extortion other than the service fees that have been determined.

5. Implementing an integrated service pattern (one roof or one door) for service office work units involved in processing or producing one service product

6. Conduct periodic research to determine customer/community satisfaction with the services provided, among others by distributing questionnaires to customers/community and the results need to be evaluated and followed up.

7. Organize service systems and procedures on an ongoing basis in accordance with the demands and developments of community dynamics

METHOD

This study uses a descriptive research method with a qualitative approach. Research data obtained through interviews, observation and documentation. In general there are four data collection techniques in qualitative research methods, namely observation, interviews, documentation and combination / triangulation. Interviews were conducted with six key informants consisting of five population and civil registration officers of the West Lombok district and also one community user of smart government services at the West Lombok district population and civil registration service. The observational activities of this research were to look directly at the administration of

population and civil registration services at the locus of research, while for documentation by collecting data from regulations and documents of smart government activity programs in West Lombok district.

RESULT

An overview of the use of information technology-based applications used by agencies in West Lombok

West Lombok Regency is included in the Regency/City Government which is the pioneer/pioneer in implementing the Smart City program in 2020 from the Ministry of Communication and Information of the Republic of Indonesia in collaboration with several other ministries, including the Ministry of Home Affairs. In 2021, the West Lombok Regency Government will hold Technical Guidance for the Preparation of the Smart City Masterplan and Determination of the Quick Win Program. This mentoring program is intended to provide information on Preparation, Planning, and Coordination in the context of preparing the Smart City Masterplan, and determining the Quick Win Program by means of discussions between the Ministry of Communication and Informatics team, and the Smart City Council of West Lombok Regency. The purpose of this Technical Guidance Activity is to create integration, synchronization, and synergy between Smart City development plans at the central and regional levels.

Based on the existing e-Government development master plan, in 2021 the Communication and Informatics Office will start implementing infrastructure development to support the implementation of the development e-Government, including the installation of servers and internet networks, software installation, technical training for employees of the Communication and Informatics Service and other service employees who will carry out public services through e-Government. Some of them are:

1. Website/Portal
   Online information media that can be accessed independently by all people, both the people of LOMBAR Regency and those who access the portal from anywhere or people outside the Regency. Contains information or news on routine activities carried out in all areas in LOMBAR Regency as well as the activities of each OPD (Regional Apparatus Organization) or agencies in the LOMBAR Regency Government. The LOMBAR Government portal can be accessed via the web address https://lombokbaratkab.go.id. The information provided includes:
   a. Homepage, ongoing activities or latest news;
   b. LOMBAR at a glance, the history of the formation of the district, vision and mission, the meaning of the symbol, LOMBAR in numbers, and geographical location;
   c. Work Units, OPD and other work units in LOMBAR District;

d. Legal Products, Regional Regulations, Regent Regulations, and List of Public Information (data and announcements that can be downloaded by the public);

e. Online services, Ministry of Communication and Informatics services, complaint content, CCTV, and video galleries;

2. E-mail and Network Monitoring

Each agency or SKPD in LOMBAR District has its own email address and is used for the benefit of the service. Website within the LOMBAR Regency Government.

3. Electronic Procurement Services

This portal is used for the auction process for the procurement of goods, procurement of consulting services for business entities, construction work, other services, individual consulting services carried out in the area of LOMBAR Regency. You can also see the announcement of the tender process that is being carried out.

4. Online Licensing

This portal is used to administer business licensing. OSS stands for Online Single Submission, which is an online business licensing service system.

5. Data Portal / Sambangda

Simbangda Regency is the official data portal owned by the Government of LOMBAR Regency. This data portal contains data on the development of the LOMBAR area which is expected to be useful for the wider community.

6. Simda Finance (E-monev)

Application of Performance Achievements and SKPD Performance Overview. This application contains data on activities in LOMBAR Regency with a budget sourced from funds: APBD, DAK, APBN, and other sources. And for all Regency Regional Apparatus Organizations (OPD), so that they can enter monthly reports no later than the 5th of each month. Development of a Website-Based Monev Application (e-Monev) is an effort to streamline and streamline reporting leading to quality improvement by simplifying the format, application and reporting mechanism for Development Performance Monev. In parallel, the currently developed e-Monev contains performance information needed as input in the context of implementing Performance-Based-Planning and Budgeting, as well as further to determine the contribution of activities/programs to achieving National Priority targets. .

7. Simatur (Smart City Support Infrastructure Management Information System)

Currently in the application there is a report containing West Lombok Regency. There are also several E Governments that can be accessed on that page.

Based on the results of interviews, observations and documentation studies, it was concluded that all e-government services provided could

run well. The problem faced is that the community has not maximized the use of E-government. This is caused by various factors which will be described based on several aspects below. These aspects are aspects of public service, aspects of bureaucracy and aspects of public policy as attached below.

Aspects of Public Services for the Implementation of Smart Government in the Population and Civil Registration Office

The concept of public service which is the focus of public administration discipline studies in Indonesia is still an issue that requires comprehensive attention and resolution. Public services must be able to meet public needs so that the public feels satisfied with the results carried out by the apparatus. In conditions of competition, where people have to choose between various alternative services offered, in this case the service for obtaining Electronic Identity Cards at the Office of the Population and Civil Registration Office of West Lombok Regency, people's satisfaction must inevitably be met.

To be able to satisfy the community through the public services provided, each organization must know the level of community satisfaction with the services provided by the apparatus, especially in managing e-KTPs. In terms of the provision of advice and infrastructure, several research informants revealed that the facilities and infrastructure for e-KTP services through the implementation of smart government at the West Lombok district population and civil registration service were inadequate. Facilities and infrastructure, especially the internet, computers and scanners, although they are available, do not meet service standards. From the aspect of a faster, more effective and efficient service process, the results of the research data explain that the implementation of smart government at the West Lombok Regency Population and Civil Registration Service in public services is carried out by implementing several service systems including an all-in-one service system, namely one service system for the community. which can provide various types of services with just one application; the KIOS ADMINDUK service system, namely a village-based community service system; an online service system, namely in the form of an online service registration application for the community so that the public does not need to come accompany them to register for services in order to save time and costs. Smart city in the implementation and development of electronic-based government systems, based on the results of interviews with key informants that the development of SPBE implementation of smart government has been carried out as optimally as possible in accordance with the available facilities and infrastructure.

The application of SPBE is also very helpful for the community in obtaining their needs, the Dukcapil Service government also continues to update service applications at any time on an ongoing basis because they have to keep abreast of technological developments which also continue to develop all the time.

Efficient Bureaucratic Aspects of the Implementation of Smart Government in the Population and Civil Registration Office

Bureaucracy is a state organizing system with very complex tasks and this clearly requires good government management operational control. The government bureaucracy as state organizers prioritizes competence, profession and ethics in the life of the nation by applying the principles of honesty, trust, exemplary, discipline, work ethic, independence, tolerance, shame, sportsmanship, maintaining honor and national dignity. In its development, the bureaucracy is faced with various challenges that are influenced by rapid changes in the strategic environment and are driven by the rapid development of science, technology, communication and information which has implications for the orientation and performance of the bureaucracy which are required to be more professional in carrying out their duties and functions.

Government bureaucracy is interpreted as a major change in the paradigm of governance that leads to organizational (institutional) management, Human Resources (HR), services, and accountability. One of the signs of the progress of the times and global change is the enactment of work methods in a bureaucracy by using information technology, this kind of work method makes bureaucracy without borders. bureaucracy and public services are two important elements in governance in this era of globalization towards the realization of quality and excellent public services and good governance. Bureaucratic reform is the

government's commitment to implementing good governance.

The results of the research from various data obtained through interviews with key informants show that the responsibilities of officers at the West Lombok Regency Population and Civil Registration Service have been carried out quite well, all officers have also carried out their respective duties and responsibilities in accordance with their duties and functions. The service provider apparatus is fully responsible for the implementation of verification and validation of population data submitted by the applicant in accordance with service standards and the existing service system. All Dukcapil officers in carrying out their service duties to the community always make evidence of reports on the results of their work to the leadership. Service providers can also establish a harmonious relationship with the community using the service by providing services that are in accordance with what is expected by the community.

Disclosure of service information at the Department of Population and Civil Registration in the implementation of smart cities, smart government in West Lombok Regency is evidenced by online information service media, including; website, email and other social media. The website is http://disdukcapil.lombokbaratkab.go.id. The social media of facebook of West Lombok Disdukcapil is http://www.facebook.com/Disdukcapillo bar. The office also have an email at ppidsyiar.disdukcapil@gmail.com, and

the sectoral information via https://disdukcapil.lombokbaratkab.go.id/data-sectoral . Through all of these media the public can interact and access information on all types of services needed. Disclosure of information in smart government is also carried out by holding meetings with residents who come to the Dukcapil Service, Dukcapil service personnel will explain all information transparently regarding the requirements for managing various types of services such as KTP, birth certificates etc. The government's population and civil registration services continue to strive to create good communication between leaders and subordinates or even with the community.

Communication is carried out through social media and consulting rooms that have been provided along with officers who are on standby to answer and provide solutions if there are obstacles in the services provided for people who do not understand technology or do not have the tools to access online media for information services. In the future, the office should be able to use official office e-mail, not general e-mail such as gmail or yahoo.

Communication between service workers and the community has been quite good, both through online media, face-to-face and at the service desk. Service officers have provided explanations of the information needed by residents politely and in language that is easy to understand. The application of information technology systems for service communication in the application of smart government is often constrained by slow networks or network disruptions as well as constraints on people who do not understand information technology or do not understand how to use the internet network, therefore in addition to activating online information communication service media and service desks, the Dukcapil service must also continue to provide information dissemination regarding its services

Aspects of Public Policy on the Implementation of Smart Government in the Population and Civil Registration Office
Policies that are intended to encourage competition between policy implementers in order to realize the efficiency of public services. The private sector will be responsive to such a policy if it provides an opportunity to make a profit. In essence, public policy is the authority of the government, both at the central and regional levels, to intervene in people's lives so that it runs in an orderly, orderly and prosperous manner. This government authority covers all aspects of people's lives.

The results of the research data explain that public policies made by the Dukcapil Service are decided by involving the aspirations of the community, the government listens to the aspirations of the community on an ongoing basis through the social media of the DUKCAPIL Service Kab. West Lombok as a means to absorb input, suggestions and information from the community, by asking for public opinion by distributing questionnaires about community satisfaction as well as providing suggestion boxes and through community satisfaction surveys every year to determine the IKM (Community

Satisfaction Index) for the services provided by the Dukcapil Office West Lombok Regency.

Public policy on the implementation of smart government by providing quality human resources and sufficient quantity in the value of several key informants is still inadequate when compared to the number of people served. The Dukcapil Office anticipates the shortage of human resources by appointing permanent employees who have basic IT skills to assist ASN administrators and those managing servers so that the queue for servers does not pile up because more service counters will be opened. Improving the quality of human resources is very necessary because some service officers are not competent enough. Improving the quality of human resources through providing technical guidance to all operators at each UPT or by sending officers to take flash education or IT training training, considering that currently only some ASNs have attended the training training, with the implementation of these two HR improvement efforts it is expected that all operators services are able to provide information on public services correctly.

Public service policies for smart government are not only about increasing human resources but also related to improving public service performance, research data shows that efforts to improve public service performance at the West Lombok Regency Dukcapil Service are, among others, carried out by means of; (1) service system improvement; (2) create UPT Dukcapil Service in each regional area namely UPT DUKCAPIL Service

Region I for Lingsar-Narmada District, UPT DUKCAPIL Service Region II for Gunungsari-Batulayar District, UPT DUKCAPIL Service Region III for Lembar-Sekotong District; (3) increasing the capacity of human resources for service providers by providing BIMTEK for operators; (4) provide reward and punishment in the morning for service providers.

The system uses technology in the implementation of smart government at the Dukcapil Service, which often encounters several obstacles, including problems with the internet network which sometimes has problems and the electricity network is out or under repair so that it impacts the service system; system server because the service system uses a central server which sometimes has problems or is in maintenance, it will affect the continuity of the service; people who don't understand using internet applications and there are also people who don't have cell phones

CONCLUSIONS AND RECOMMENDATIONS
Conclusions

Based on data analysis in the discussion of the results of the Smart City Implementation research in West Lombok Regency (Smart Government Case Study at the Population and Civil Registration Office), it can be concluded that;

1. In the public service aspect, the implementation of Smart Government in West Lombok Regency to make E Government implemented according to regulations, this can be seen from the convenience of the community in terms of management such as KK,

EKTP, etc. The application of a smart city makes it easier for the public to meet their needs for population and civil registration services quickly and easily by simply accessing information and registering services online via http://dukcapilonline.lombokbaratkab .go.id which can be accessed via a smartphone. However, the provision of infrastructure is still inadequate when compared to the number of citizens who must be served, in addition to that, an electronic-based information system that needs to be continuously developed is not optimal, this is due to budget constraints for improving infrastructure due to the impact of the COVID-19 pandemic.

2. In the bureaucratic aspect, all the Population and Civil Registration Office officials have carried out their duties in accordance with existing regulations. Each officer has an obligation and responsibility in completing the work. The openness and transparency of public services has been carried out well by all Dukcapil officers and there is inherent oversight and joint commitment with the heads of agencies. In terms of communicating public service information, all Dukcapil service providers are able to maintain and provide the information needed by the community while still being guided by laws and regulations, officials are also very proactive in fulfilling the interests of the community, although they often face difficulties in explaining information

to the public who do not understand information Technology.

3. From a policy perspective, the application of information technology-based smart cities in the Dukcapil service is still lacking in support from the quantity and quality of human resources who master informatics technology and are constrained by the central server system which sometimes experiences interruptions or maintenance from the center and is constrained by power grids during blackouts. electricity and internet are broken. To improve the quality of public services, the Dukcapil government has made several efforts, such as developing civil servants through providing training and technical guidance in the IT field, revitalizing, restructuring and deregulating in the field of public services.

Recommendations

Based on the conclusions from the research results that have been put forward, there are several suggestions that need to be followed up by the West Lombok Regency Population and Civil Registration Service, as follows:

1. It is necessary to increase the provision of infrastructure such as computers, scanners, internet networks and backup servers to support smart government activities and be supported by adequate budget provisions, so that public services can be fulfilled according to community expectations.

2. It is necessary to be more active in implementing the Policy fully, by cooperating with the Central

Government, this is intended so that the Electronic Based Government System (SPBE) activity programs run according to the goals of smart government. It is necessary to increase ASN personnel who understand technology and increase the delivery of information manually to meet the needs of people who do not have smartphones and/or are not technologically savvy.

3. The need for additional human resources who have quality (quality) competence that can be relied upon and with adequate quantity (amount). Improving existing human resources by involving them in technical training activities regarding information technology and regarding electronic-based government systems so that they are more skilled in mastering technology and completing their work.

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