Public Services Versus Covid-19: Participation of Villagers in Public Service based on E-Government in Pandemic

Pelayanan Publik Versus Covid-19: Partisipasi Masyarakat Desa dalam Pelayanan Publik Berbasis E-Government di Masa Pandemi

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Abstract

This article aims to show how to improve public services' capability and accessibility through e-government for villagers to reduce the rate of spread and infection of Covid-19 and as community participation in alternative ways of getting public services, Electronic Government (e-Gov) or digital government exists. Electronic government (e-Gov) itself provides information and public services, business affairs, services related to governance, et cetera by using information technology tools. However, the obstacles in this e-government-based public service are in applying the

information system and the knowledge and access to information on this e-government-based public service. The digital divide is found in rural communities, often uninformed and reluctant to experience new technologies. Therefore, a community service program is needed, namely Improving Community Capability and Accessibility in Utilizing E-Government Public Services for villagers in the Middle of the COVID-19 Pandemic Outbreak in Semarang Regency.

KEYWORDS *E-Government, Public Services, Covid-19, Large-Scale Social Restrictions*

Introduction

At the end of 2019, the world was hit by the spread of the SARS-Cov2 virus outbreak, the Coronavirus, which has claimed many lives in the city of Wuhan, Hubei Province, People's Republic of China. Furthermore, in early January 2020, this virus spread to various countries. Until March 11, 2020, the World Health Organization (WHO) declared the Corona Virus Disease (COVID-19) a global pandemic. This condition also impacts health conditions in Indonesia; until early April 2020, the Indonesian population who were positively infected with the Corona Virus had reached 1,986 people.[1]

To reduce the rate of spread and infection of Covid-19, the Government of Indonesia established a policy of Large-Scale Social Restrictions (PSBB) with one of its implementations such as holidays from schools and workplaces, restrictions on religious activities, and restrictions on activities in public places and facilities. The government urges the public to study, work, worship at home, and limit activities outside the home through Government Regulation 1 of 2020.

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[1] See officials report per April 2020 Gugus Tugas Percepatan Penangan Covid-19, retrieved from https://www.covid19.go.id/2020/04/03/infografis-covid-19-3-april-2020/

The consequence of large-scale social restrictions will also impact the government services, especially concerning public services to the community. A solution to the social restriction policy is needed. So that people can still get optimal public services. Thus, we need an alternative method of public service that can overcome these problems.

Alternative public services exist in Electronic Government (e-Gov) or digital government, which local governments have widely owned. Electronic government (e-Gov) provides information and public services, business affairs, services related to government and so on using information technology tools.[2] Therefore e-government can be referred to as supporting the improvement of good governance. E-government can be referred to through Presidential Instruction No. 3 of 2003 concerning the Strategy for Development of e-Government to support good governance, including transparency and public accountability.[3]

Information system-based public service standards refer to Article 23, paragraph 1 of Law Number 25 of 2009 concerning Public Services. It states to provide information support for implementing public services, and it is necessary to organize an Information System that is national. Also, paragraph 4 states that The Operator is obliged to manage the Information System consisting of electronic or non-electronic information systems, including; organizer profile, implementer profile, service standard, service notice, complaint management and performance appraisal. It is necessary to provide a gradation or level to develop quality standards for public services, and the first is to set minimum standards to maintain service quality. Then, standards based on minimum standards can be set, considering local needs and conditions and raising more ideal standards. Therefore, the ability of public service standards can be achieved both

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[2] Ake Gronlund, *Electronic Government: Design, Application and Management* (London: IdeaPublishing, 2004), pp. 2-4
[3] Kusuma Dewi Arum Sari, and Wahyu Agus Winarno. "Implementasi E-Government System Dalam Upaya Peningkatan Clean and Good Governance di Indonesia." *Jurnal Ekonomi Akuntansi dan Manajemen* 11, No. 1 (2012): 1-19.

qualitatively and quantitatively.[4] Thus, in these difficult times and with physical and social restrictions due to the spread of the COVID-19 disease outbreak, e-government can be an alternative solution to support the wheels of government and public services. Therefore, with the existence of e-government, the community can still get public services from the government.

In Semarang Regency, local government governance has used e-government-based public services, which can be accessed on the website www.semarangkab.go.id. On the website, the Regional Government of Semarang Regency has provided public and government services from the form population and civil registration system applications to patent registration applications. The implementation of e-government in Semarang is by Regional Regulation Number 11 of 2017 concerning the Implementation of an Electronic-Based Government System.

However, the implementation of this Electronic-Based Government System contains several obstacles in its application. Constraints in this e-government-based public service are not only in the application of the information system but also in knowledge and access to information on this e-government-based public service. The digital divide is found in rural communities, which often lack knowledge and are reluctant to embrace new technologies. Therefore, the community service program, namely Improving Community Capabilities and Accessibility in Utilizing E-Government Public Services amid the COVID-19 Pandemic Outbreak in Lerep Village, Ungaran Barat District, Semarang Regency, is one alternative solution to be able to provide public services to the community. The broadest is with online public services based on e-government. Therefore, there are priority issues, namely:

1) Lack of knowledge of rural communities regarding e-government public service products.

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[4]   Jat Jat Wirijadinata, "Standar Pelayanan Publik Dalam Merealisasikan Akuntabilitas Kinerja Pemerintah." *Jurnal Wacana Kinerja: Kajian Praktis-Akademis Kinerja dan Administrasi Pelayanan Publik* 10, No. 4 (2020): 59-70.

2) Lack of access and utilization of e-government service products during the COVID-19 pandemic.

Methods

In this research project, authors use a qualitative-descriptive approach, a case study method, to create a picture of a situation or event.[5] In terms of community service, this method uses communication methods. In this case, Authors want to describe a picture of how to increase the capability and optimization of public e-government services for villagers in the pandemic.

Results and Discussion
1. Implementation of E-Government in Indonesia: A Critical Reflection

This public service in the form of e-government has its opportunities and challenges. Because basically, e-government is not only placing and changing services in the form of online services but also changing how a government provides services to the community and how users can meet their needs.[6] Thus, there is a meeting point that determines the substance of the government as a provider of adequate public services for the community and increasing community participation in government administration. Furthermore, in this era of regional autonomy, local governments are encouraged to be more active in providing public services;

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[5] Moh. Nazir, *Metode Penelitian*. (Bogor: Ghalia Indonesia, 2009), pp. 6-7

[6] Robert M. Davison, Christian Wagner, and Louis CK Ma. "From government to e-government: a transition model." *Information Technology & People* 18, No. 3 (2005): 280-299.

thus, e-government-based public services can significantly impact the development of public services to the community.[7]

The concept of e-government is using information technology to operate a more efficient and effective government, facilitating government service facilities and providing access to information for the general public, and increasing accountable government in serving the community. [8] This concept was born as a side effect of changes in society itself. A paradigm shift in a bureaucracy determines how government administration is centred on public service that intersects with technological changes. These changes, Especially the use of the internet and information technology in all fields, in the end, make this information technology a means in government administration, especially the provision of public services.

In simple terms, E-government itself can be divided into several levels; namely, the first level of E-Government shows the "face" of good government and hide the complexities that are in it. The second level is online transactions and interactions between a government institution and the community. At the third level, there is online cooperation between several institutions and the community. And then, e-government works at a more complex level, not only on cooperation between institutions. At the fifth level, the government can provide comprehensive information and services to the community.[9]

Electronic Government (e-gov) can lead to changes in the life of the nation and state in the government system that we can see from the bureaucratic-centralistic New Order government to a democratic-

[7]   Titon Slamet Kurnia, Umbu Rauta, and Arie Siswanto. "E-Government dalam Penyelenggaraan Pemerintahan Daerah di Indonesia." *Masalah-Masalah Hukum* 46, No. 2 (2017): 170-181.

[8]   Bambang Irawan, "Studi Analisis Konsep E-Government: Sebuah Paradigma Baru dalam Pelayanan Publik", *Jurnal Paradigma* 2, No. 1 (2013): 174-201

[9]   Budi Widjajanto, Yuliman Purwanto, and Nova Rijati. "Analisis Layanan Informasi Publik Pada Website Pemerintah Provinsi Jawa Tengah." *SEMNASTEKNOMEDIA ONLINE* 3, No. 1 (2015): 3-4.

decentralized government.[10] The government management system for good and clean government requires a new means to increase accountability and transparency in government administration.

The growth of this e-government concept in Indonesia was initiated through the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for E-Government Development. This regulation made it a basis and guideline in providing public services for the community and the Minister of Communication and Information Technology Regulation. The Republic of Indonesia Number 5 of 2015 concerning Domain Name Registrars of State Organizing Agencies signals that e-government in Indonesia appears limited to websites owned by the government, such as institutions, agencies or ministries. And also, local government websites from provinces, cities and districts. In the beginning, the 2000s only existed as a formality to respond to existing regulations. [11]

The development of e-government in Indonesia can be divided into 4 (four) stages. There are 4 (four)stages of the development of e-government, namely, the level of readiness, the level of maturation, the level of consolidation, and the stage of utilization. At the level of readiness, it can be seen in terms of human resources, the number of human resources, the capability of human resources in operating and carrying out maintenance, and training for human resources. Then, at the second level, the maturation level must have an interactive site with the community. At the third level, in the stabilization stage, an application must make online transactions easy for the public. At the last level, the website must have good service integration.[12]

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[10] Andi Heny Mulawati Nurdin, "Menuju Pemerintahan Terbuka (Open Government) Melalui Penerapan e Government." *Jurnal MP (Manajemen Pemerintahan)* 5, No. 1 (2018): 1-17. https://ejournal.ipdn.ac.id/JMP/article/view/443

[11] Edwi Arief Sosiawan, "Tantangan dan Hambatan dalam implementasi E-Government di Indonesia." *Seminar Nasional Informatika (SEMNASIF)* 1, No. 5 (2015): 99-108.

[12] Annisa Kurnia Anjarini, and Ida Hayu Dwimawanti. "Analisis Pengembangan Website www. jogjakota. go. id dalam Penyelenggaraan E-Government di Pemerintahan Kota Yogyakarta." *Journal of Public Policy and Management Review* 7, No. 4 (2018): 62-75.

In its development, e-government in Indonesia has increased in line with the increasing use of the internet in Indonesia. However, the latest condition of e-government development in Indonesia, evaluated using the 5-stage model from the United Nations, shows that 55% of local governments are still in the first stage, namely the emerging stage, and 28% have reached the enhanced stage. 17% are already in the interactive stage, and only one local government has reached the transaction stage. The results of the assessment conducted by Yunita and Aprianto (2018) show that four local governments have reached the stage of utilizing sites that can be categorized in this stage if they have applications that emphasize the integration of G2G (Government to Government), G2B (Government to Government) services. Business), and G2C (Government to Community). Consisting of 1 provincial government and 3 district/city governments. Central Java Province, Karanganyar Regency, Gresik Regency, and Surabaya City are regional governments. The four local governments have all provided GRMS, and two local governments, Surabaya and Gresik, have also provided Surabaya Single Window and Gresik Single Window services.[13]

The most obvious challenge of developing e-government is from the user's side, where each application operation will also depend on the understanding and use of existing applications in the e-government. For example, in terms of the operating system the user owns, is it compatible with the application provided on the website owned by the local government? Android users may be able to download from the play store, but what about users who have different operating systems? So the compatibility owned in each application must be able to adapt to it. Furthermore, one thing that needs to be considered is an application attached to the website that cannot be operated. It can only serve complaints

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[13] Novi Prisma Yunita and Rudi Dwi Aprianto, "Kondisi Terkini Perkembangan Pelaksanaan E-Government di Indonesia: Analisis Website". *Seminar Nasional Teknologi Informasi dan Komunikasi 2018 (SENTIKA 2018)* 23-24 March (2018): 329-336.

but cannot serve the population and other administrations. This shows that the website often functions as an initial display to inform a piece of news or for complaint service but cannot be used as a population or administrative service application.[14]

2. Implementation of E-Government in Public Services in Semarang Regency

One of the districts in Central Java that implements E-government is Semarang Regency. Through its official website, www.semarangkab.go.id, it is hoped that it will be able to provide, provide, and publish public information optimally, transparently, and accountably. Communication and informatics affairs are carried out by the Department of Communication and Information of the Semarang district government.

On the website www.semarangkab.go.id, several services can be accessed by the public related to public services. One of these public services is the service of the Semarang Regency Population and Civil Registry Service. The Semarang Regency Population and Civil Registration Office, in terms of e-Gov-based management, is classified in the Integration stage. The Semarang Regency Population and Civil Registration Service have used various digital applications in its various tasks, but this has not been carried out optimally.[15].

If we examine carefully, several indicators can be a determining factor that an e-government-based public service can be said to be optimal. Examination Using a SWOT analysis (Strength, Weakness, Opportunity and

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[14] Bahrul Syaepudin and Adie Dwiyanto Nurlukman, "Kualitas Pelayanan Publik Melalui E-Government dengan Aplikasi Tangerang Gemilang", *Jurnal Penelitan dan Pengembangan Komunikasi dan Informatika: Jurnal Pekommas* 7, No. 1 (2022): 53-62

[15] Firman Bimasakti, et al. "Tata Kelola Pemerintahan Berbasis Electronic Government Di Kabupaten Semarang (Studi Kasus Dinas Kependudukan Dan Pencatatan Sipil Kabupaten Semarang)." *Jurnal Ilmu Pemerintahan Undip* 6, No. 3 (2017): 61-70.

Threat), it can be seen that the strengths and weaknesses of the operationalization of the website.[16]

In general, a conclusion can be drawn that the driving factors and obstacles faced by the Semarang Regency Government can be identified as follows, namely, the driving factor is the increasing use of the internet by the public by the community. While the inhibiting factor is the inadequate number of human resources in terms of quantity and financial resources.[17] Meanwhile, from the results of research in the field, the lack of knowledge and access to e-government-based public services is one of the causes of inhibiting factors for the developing of e-government-based public services.

3. Covid-19 and Optimizing Public Services Through e-Government in Villages

After the stipulation of Covid-19 as a Pandemic, the Indonesian Government established a policy of Large-Scale Social Restrictions (*Pembatasan Sosial Berskala Besar,* hereinafter as PSBB) in various regions. Especially areas that are declared as the center of the spread of Covid-19. According to the latest data from the Central Java Provincial Health Office, as of August 2020, the distribution data that tested positive were 9,954, while patients under surveillance were 11,864 and people under surveillance were 46,361 throughout the Central Java region. Meanwhile,

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[16] Dito Aditia Darma Nasution, et al. "Identifikasi Strategi Keberhasilan Layanan E-Government di Kota Medan." *Paedagoria: Jurnal Kajian, Penelitian dan Pengembangan Kependidikan* 11, No. 2 (2020): 106-112.

[17] Nadila Olivia Intan Putri, and Hardi Warsono. "Manajemen Electronic Government di Kabupaten Semarang." *Journal of Public Policy and Management Review* 7, No. 2 (2018): 373-385. *See also* Fathul Hamdani, and Ana Fauzia, "The Authority of the Village Government in the Management of Village Funds During the Covid-19 Pandemic". *Indonesian Journal of Advocacy and Legal Services* 4, No. 1 (2022): 195-222. Martitah Martitah, Saru Arifin, Slamet Sumarto, and Widiyanto Widiyanto, "Confronting E-Government Adoption in Indonesian Local Government". *Journal of Indonesian Legal Studies* 6, No. 2 (2021): 279-306; Bertania Rizqi Triayuni, "Implementation of Law Number 14 of 2008 Concerning Public Information Disclosure in Realizing Good Governance". *Indonesian State Law Review (ISLRev)* 1, No. 1 (2018): 53-67.

specifically in the Semarang Regency area, 158 people were positive (treated).[18]

This report shows concerns, especially in the Semarang district, where the graph is increasing. Therefore, e-government-based public services can be a solution for the community during a crisis such as a pandemic that requires massively reducing community activities.

This massive social restriction is not only enforced in urban areas but also villages. The two regions have different problems in terms of demographics and so on. Villages will be more complex when compared to urban areas. In the past, When the new order came to power, the village was an insignificant government entity. Villages are regulated through Law number 5 of 1979. Through this Law, the status of the village government is fragile because village management is the smallest government unit under the sub-district. The authority of the village is limited to the right to run its household and cannot regulate its government. On the other hand, in the era of decentralization and regional autonomy, villages were given autonomous authority through the Village Law.[19]

In line with good governance, access to public services in the pandemic era must remain oriented to excellent service to the community. However, the existing obstacles are not only on the government side but also often on the community side, where the village community has problems regarding capabilities and knowledge. This project is different from the implementation of e-government in big cities such as Jakarta, Makassar or Bojonegoro, where the significant involvement of the community's enthusiasm in planning development programs.[20]

A step to optimize the access of community members, especially villagers, can be done with a personal approach to village officials,

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[18] Provinsi Jawa Tengah, https://corona.jatengprov.go.id/data accessed at 4 August 2020
[19] Agus Pramusinto, and M. Syahbudin Latief. "Dinamika Good Governance di Tingkat Desa." *JIANA (Jurnal Ilmu Administrasi Negara)* 11, No. 1 (2011): 1-13.
[20] Maria Lauranti, et al. *Open Government: Mengkaji Penggunaan e-government Pemerintah Daerah di Indonesia*. (Jakarta: Perkumpulan PRAKARSA, 2017).

community leaders and members of youth organizations by periodically making visits or through sustainable telecommunications media for at least 1 (one) month. From these visits or through periodic telecommunications media, preliminary observations can be made so that they can be understood and understood and find the root cause of the urgency of increasing knowledge about online public services based on e-government. The weakness lies in the lack of knowledge and information about e-government services in Semarang Regency. Initial observations on infrastructure facilities not available in the Lerep village area to support this community service activity, for example, the availability of an internet network that can be accessed by residents but is not optimal in using access for public services. Thus, interventions to improve the capability of villagers in using public services are carried out through socialization in the form of counselling.

Socialization in the form of counselling to village officials, the Village Representative Body (BPD), and community leaders by carrying out a series of community service activities in collaboration with sub-district agencies. Assistance to youth representatives and citizen representatives and the provision of brochures and catalogues on the procedures and flow of use of public e-government services. This assistance is also done online or based on the Physical Distancing policy.

From the assistance that has been carried out, the outputs and outcomes can be seen: Village residents and village officials are given counselling on the meaning of e-government, the concept of public services, and e-government-based public services. From the counselling, the villagers and village officials could understand the material's content, and at the end of the session, they were given a QnA time. Furthermore, with the community service program in the form of counselling about access to e-government-based public services, villagers know about e-government-based public services in Semarang Regency through the www.semarangkab.go.id page. Moreover, with access to public services,

villagers learn about the population, civil registration, and other public services.

Conclusion

Electronic Government (e-Gov) or digital Government that local governments have widely owned is one of the solutions in public services during the pandemic. However, the lack of knowledge and information about the existence of e-government-based public services is one of the obstacles to the use of public services. Therefore, socialization of the existence of e-government-based public services is a must to optimize public services during this pandemic, especially for villagers where accessibility and capability to use e-government-based public services are still lacking. In terms of facilities and infrastructure, this is a separate study because it will involve various stakeholders, and this is the village government's role in improving facilities and infrastructure. Thus, the subsequent progress is assistance for villagers by the village government independently. The sustainability of this program is expected not only during the pandemic, but villagers can use e-government-based public services to make it easier to get services from the Government.

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