INFORMATION TECHNOLOGY-BASED VILLAGE ADMINISTRATIVE SERVICES IN SINJAI REGENCY

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Abstract. *Administrative information systems in recent years have often been used in business companies, this can be used as an example within the scope of government because along with the development of technology and communication, it will be a solution to existing problems. The need for good and correct administration in every organization aims to maximize work results and speed up the delivery of information within the organization.(Rahmawati and Fatmawati 2020). This research has revealed the quality and effectiveness of the use of information technology in village administration services in the Sinjai district. As for the utilization of information technology that is used for village administration services, namely SIPADES, which is the Village Asset Management System that uses an application for recording village asset administration by the mandate of Permendagri 1/2016 concerning village asset management, SISKEUDES, which is an application used for village financial administration. SIMKad Desa is an application that supports village governments in integrating the Population Database. The indicators in service are Responsiveness where the service at the village office has responded well to village residents regarding service matters, as for the following indicator, Responsibility for service has a sense of responsibility towards villagers in terms of service, and also having an indicator of Accountability for this service that has good ethics towards villagers both in service and not in service.*

Keywords: Information Technology-Based Services

1. INTRODUCTION

Optimal service in governance is a concrete manifestation of creating good governance. Providing services to the community is also the result of real work in government, especially village government. Thus, good and correct governance is needed so that it can produce quality services. Based on Law Number 6 of 2014 concerning Villages, forming a village government that is professional, efficient and effective, open, and accountable is inseparable from optimal public services in administering village governance. (Khaidir Ali 2020)

The rapid development of technology is utilized by the Village government in providing information and providing services to the community through integrated governance with technology (E-Government). This public service program uses web-based information and communication technology to support government operations involving village residents and provide open government services. The Village Government considers E-Government itself as a

very big opportunity in improving public services to the community, the expected benefits of this E-Government are that it can increase efficiency, convenience, and better accessibility to public services.(Mahardika and Suseno 2018).

Three types of challenges in implementing e-Government are tangible, intangible, and very intangible. Challenges such as limited physical facilities and infrastructure of telecommunication and electricity networks, including tangible ones. While the intangibles include financial challenges and limited human resources. Meanwhile, what is classified as very intangible is the courage of local government officials to implement e-Govt along with implementing various actions as a consequence that must be carried out such as enforcing discipline for all violations and how to build a knowledge society within the government bureaucracy itself. (hermawandi, dadan, Husni taufiq 2007)

The smallest example of government, of which is public service for the village. There we can see how bad a service performance is that is far from expectations. They see a position or part of work as a routine, serving the needs of the community without professionalism or good service, even far from the expectations of the community as their customer. The Village Law explains that Village administration is the Village Head or what is referred to by another name assisted by Village Officials as an element of Village administration(Abdul Rohman 2020)

In carrying out their duties, each officer is required to pay attention to the quality of the work produced where the quality of the work produced must be what is expected. The quality of work can be seen from the neatness and thoroughness of an officer in his work.(Kwan, Hardianto, and Setiawan 2013)

It can feel that starting from the late working hours, even every day there must be someone who does not come to work for reasons that are not clear so that work procedures that seem to have no targets and bad administration make all problems have to be borne by the people who like it or not have to give up on them. We can see how relaxed village officials are and how bad they are in service, for example in making ID cards, KK, AKTA, and so on. So that complaints are not only about service but also about many government bureaucrats who position themselves as business agents, not service agents. These conditions make the future of the community in the village minimal related to the public service system, especially the lack of internet facilities because in the village the access network is inadequate so administrative services do not understand the technology.

Seeing so many problems inherent in the bureaucracy, it is necessary to have early preventive measures to improve the bureaucracy in a better direction and answer all the interests that are the hope of the people by improving aspects of accountability by implementing accountability that can meet bureaucratic criteria. (S and Ishak 2021).

This research was conducted in Tellulimpoe District, Sinjai Regency, South Sulawesi. The formulation of the problem in this study is How the ability of village apparatus in information technology-based services is, then what the supporting factors for information technology-based village administrative services in Sinjai district are.

The purpose of this study was to examine and describe the problems of Information Technology-Based village administration services in Tellulimpoe District, Sinjai Regency with the existence of Supporting factors and Inhibiting factors in the Implementation of Village-scale Information Technology-Based Public Services.

This research is expected to be useful input regarding Information Technology-based Public Services at Village Offices in Sinjai Regency so that they can improve village administrative services.

2. LITERATURE REVIEW

1.1 Bureaucracy Concept

In simple terms, bureaucracy is defined as a place for managing services to the public in an administrative form. Thus, the service authority is firmly attached because it has legitimacy from the community. In measuring the performance of the public bureaucracy, several indicators can be used, namely productivity, quality of service, responsiveness, responsibility, and accountability. (Somad 2012)

The bureaucracy talks about a government service system that is trustworthy, transparent, and open so that public participation can be accommodated. The bureaucracy is always based on law, and has legal certainty, especially in making policies and decisions. This is solely to prevent abuse of the role of the bureaucracy (maladministration) in the process of carrying out its duties and functions. argues, the essence of bureaucracy is the work of running the government by people who govern professionally. Such governance accumulates experience, requires good training and traditional, well-regarded manners, and requires proper practical knowledge, through which one has true working conduct. (Somad 2012)

Public services are all forms of services provided by the government or public institutions to meet the needs of society. The aim is to meet the needs of society and promote social welfare. Public services can cover many types of services, such as health, education, transportation, housing, security, and public administration. Public services must be carried out in a professional, transparent, and accountable manner, and pay attention to the principles of equality, fairness, and sustainability in the provision of services to the community.

Public service is an important thing to know about the government's performance. Public services can be used as benchmarks to evaluate real government performance. Communities can directly assess government performance by the services they receive. Therefore, the quality of public services in all ministries/institutions is a fundamental element that must be improved immediately. In Law Number 25 of 2009 it is stated that excellent service is service that is fast, easy, certain, inexpensive, and accountable. (Adnan 2014)

In Law Number 25 of 2009 concerning Public Services, it is stated that the definition of public service is an activity or a series of activities in the framework of fulfilling service needs by statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. (Mahsyar 2011).

According to Denhardt and Denhardt (2003) in(Mahsyar 2011), public administration should:
a) Serving citizens not customers.
b) Prioritize the public interest.
c) Appreciate citizenship more than entrepreneurship.
d) Think strategically and act democratically.
e) Realizing that accountability is not something easy.
f) Serving rather than controlling.
g) Value people, not productivity alone

Recognizing the importance of building bureaucratic capacity as an effort to improve public service performance, an academic study is needed to find a model for building government bureaucratic capacity in supporting good governance in general and improving the quality of public services in particular. (Pratama 2021)

1.2 Village Government System

The existence of the village is formally recognized in the law Republic of Indonesia Number 9 of 2015 concerning the Second Amendment to Law Number 23 of 2014 concerning Regional Government, hereinafter referred to as Law No. 9 of 2015, and Government Regulation Number 72 of 2005 concerning Villages and Law of the Republic of Indonesia Number 6 of 2014 concerning Villages. Based on this provision, the village can exercise its broader powers to

regulate and manage government affairs on its own based on the principle of autonomy and co-administration.(Pamungkas 2019)

The village government system is a government system that applies at the lowest level of government in Indonesia. This system is also known as the "village government system". The village governance system involves the active participation of the community in decision-making and policy implementation at the village level.

The village government is led by a democratically elected village head. The village head leads the village administration and is responsible for implementing policies that have been mutually agreed upon with the village community.

Apart from the village head, the village government also has a village consultative body (BPD) that functions as a forum for deliberation between the village head and the village community in making important decisions. In addition, other institutions such as village community resilience agencies (LKMD) and customary institutions function as guardians of local wisdom and cultural values in the village. (Pamungkas 2019)

The village government system aims to build and develop villages sustainably and improve the welfare of rural communities through infrastructure development, public services, and human resource development.

The village is one of the components of national development that has existed for a long time and has had a significant influence on the country's development, but it cannot be hypocritical that village development is still very far from being a development priority. In 2014 a village law was created that regulated several village autonomous rights. The existence of regulations will certainly create to authority in the village government, this must be balanced with good and ideal village administration so that good service and administration can be carried out to improve the welfare of village communities. Regional autonomy is an appropriate policy to be implemented in Indonesia as a country consisting of various islands and there various types of tribes in it which emphasize that in a country rich in natural resources there live various types of human characters with all their interests. The collapse of the New Order regime has given rise to a new system, namely decentralization or regional autonomy where the government is no longer centered in the Indonesian National Capital and has been delegated to each region. In the era of regional autonomy, local governments have the authority to run the wheels of government in their respective regions. Based on what is written in the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government Article 1 paragraph 6 "Regional Autonomy is the right, authority, and the obligation of the autonomous regions to regulate and manage their governmental affairs and the interests of the local community within the system of the Unitary State of the Republic of Indonesia". The article emphasizes that regional governments have the responsibility and authority to manage their household affairs.(Schwarz et al. 2014)

After evident arrangements regarding granting autonomy to urban and district areas, now villages also get autonomous rights regulated in law no. 6 of 2014 concerning Villages. Law No. 6 of 2014 concerning Villages has the objective of providing clarity regarding the status of the existence of villages that have previously stood with their diversity before and after the formation of the Unitary State of the Republic of Indonesia. In Article 4 points e it is explained that village management aims to "form a village government that is professional, efficient and effective, open and accountable". With clarity regarding the rules for managing the village and also clarity regarding the status of the village, it can be assumed that the village has the authority to manage the sustainability of the village with all the potential and diversity possessed by the village (Mahardika and Suseno 2018).

1.3 Public Service Quality

Quality is a dynamic condition associated with products, services, people, processes, and the environment that meet or exceed expectations. The question is what characteristics or attributes determine the quality of public services? The characteristics or attributes include:

a) Timeliness of service, which includes waiting time and processing time;
b) Service accuracy, which includes error-free;
c) Politeness and friendliness in providing services;
d) Ease of getting services, for example, the number of officers serving and the number of supporting facilities such as computers;
e) Convenience in obtaining services, related to the location of service rooms, parking lots, availability of information, and others;
f) Other service-supporting attributes such as air-conditioned waiting room, and cleanliness. (Joni Suwarno 2015)

To be able to assess the extent to which the quality of public services is provided by government officials, it is necessary to have criteria that indicate whether a given public service can be said to be good or bad. Zeithaml (in Arbain, et al, 2011: 17) argues in support of this, 10 (ten) dimensions must be considered in viewing benchmarks for the quality of public services,(Joni Suwarno 2015) as follows:

a) Tangible, consisting of physical facilities, equipment, personnel, and communications;
a) Reliable, consisting of the ability of the service unit to create the promised service correctly;
b) Responsiveness, willingness to help consumers be responsible for the quality of services provided;
c) Competence, the demands it has, good knowledge and skills by the apparatus in providing services;
d) Courtesy, friendly, friendly attitude or behavior, responsive to consumer desires and willing to make contact or personal relationships;
e) Credibility, being honest in every effort to gain public trust;
f) Security, the services provided must be free from various dangers and risks;
g) Access, it is easy to make contacts and approaches;
h) Communication, the willingness of service providers to listen to the voices, wishes, or aspirations of customers, as well as the willingness to always convey new information to the public;
i) Understanding the customer, making every effort to find out customer needs.

To achieve good governance, to lead to high government performance, the 3 pillars of good governance: accountability, transparency, and participation must be properly implemented through concrete actions in the form of revitalization, namely the injection of good governance values into the practice of administering affairs (management) public with a real formal legal basis. Accountability is a principle that emphasizes the ability to answer (answerability) and consequences (consequences) for the administration of governance as a periodic government response to any public inquiries (complaints) and the consequences that must be accepted by public officials in the future as an act of responsibility. sue for improving the quality of public services.(Moento, Firman, and Yusuf 2019).

3. RESEARCH METHODS

The type of research used in this research was descriptive research using a qualitative approach. The descriptive approach was research data in the form of words, in the form of interviews, field notes, and official documents. After that, the data was collected, processed, and explained as it was. ApproachQualitative analysis was carried out by conducting inductive data

analysis, directing research objectives to find theories from the basis, descriptive in nature, more concerned with process than results, limiting studies with a focus, having a set of criteria to check the validity of the data, the research design was provisional and the research results were agreed upon by both sides the researcher and the research subjects.

This type of research was descriptive research with a qualitative approach. According to Sugiono 2010 (Ririn Handayani 2020) qualitative method was a research that intends to understand the phenomenon of what was experienced by the research subject. The sources in this study used primary and secondary data sources. Primary data was data obtained directly from the results of questions related to the problem under study, namely the implementation of Information Technology-Based Public Services at the Village Office in Tellulimpoe District, Sinjai Regency. Secondary data was data obtained from documents, literature such as books, and other sources related to information technology-based public services.

Data Collection Techniques was an observation which is observing how the Implementation of Information Technology-Based Public Services in Tellulimpoe District, Sinjai Regency consists of 10 villages including (1) Desa Bua ,(2) Era Baru, (3) Kalobba, (4)Lembang Lohe,(5) Massaile, (6) Pattongko,(7) Samaturue,(8) Saotengah, (9) Suka Maju, (10) Tellu Limpoe.

As for this study, the authors made direct observations in the field to describe the activities that occurred, the people involved in the activities, the time of the activities, and the meaning given by the observed actors about an event in question, the authors made observations on focused research.

Then interviews with the parties involved in this research both directly and indirectly from practitioners, which are the village head and academics, the Tellulimpoe sub-district community and village officials, then representatives from the local government through the Tellulimpoe sub-district government, Sinjai district.

4. RESULTS AND DISCUSSION
Information Technology-Based Public Services at Village Offices in Tellulimpoe District, Sinjai Regency
1.1.1 Implementation of technology-based public Services

In the Implementation of Village Public Services using the SIPADES Application (Village Asset Management System), which is a village asset management system that uses a village asset administrative record application by the mandate of Permendagri 1/2016 concerning village asset management. Research results concluded that SIPADES in information technology-based public services with the Village Government carried out by involving community participation, and the operation of this application has been divided according to the main tasks and functions of each village apparatus so that the management of village assets is given or handed over everything that has been divided based on the main duties and functions of each village apparatus. SIPADES facilitate the management of village administration, such as village potential data, both in the form of natural resources owned by the village which are village assets.

SIPADES also provides an online community complaint facility that makes it easier for people to report problems they face in their village. Sipades provides online payments for various government services, such as paying taxes and levies. Public Information: SIPADES makes it easier for the community to access public information, such as the village budget, government policies, and village financial reports. However, in the implementation of information and technology-based services, all villages in the Tellulimpoe sub-district have been used, but have not been able to be accessed by all members of the public who need village information. This application can only be accessed by the village officials themselves internally and even then only

certain people often access it. One of the services available is through the SIPADES application, namely online payment of taxes and fees, but no people have used this service yet, indicating that this application service has not been used effectively even though the facilities and infrastructure already exist.

In addition, Village Services also use the SISKEUDES Application (Village Financial System) which is a free application that is a solution distributed free of charge through district/city governments to villages throughout Indonesia. The success of the implementation of technology-based public services is measured by the use of village financial administration records, both in the form of sources of village financial receipts, budget use, and financial accountability. The results of the study were that only a few villages used it because of the limited human resources in each village that were able to operate it. The SISKEUDES application is an application for recording or administering the village financial system. This application has been used by all villages in Tellulimpoe.

The SISKEUDES application is a policy of the Sinjai district government that must be carried out by village governments in the entire sinjai district is aims to facilitate village financial administration in the implementation of Village Government, one of the indicators of good administration is the realization of Village financial governance that fulfills the principles of mechanisms, procedures for financial management by existing regulations. To realize it, guidance, supervision, and facilitation of the implementation of village financial management need to be improved by encouraging the professionalism of village officials.

Another application used in the service is SIMKad DESA (Village Population System) namely an application program that supports village governments in integrating population databases, defense, village profiles, and village finances. The use of the SIMKADESA application in the Tellulimpoe sub-district includes Population Data Management: SIMKADESA is used to manage village population data, such as population identity data, population data, and health data. Public Service, SIMKADESA can be used to facilitate public services, such as making electronic-based certificates, transfer certificates, and birth certificates. This application has not been used optimally due to limited human resources to operate as well as inadequate facilities and infrastructure that can support the use of this application. One important means is the availability of a strong network to access this application.

1.1.2 Public Service Quality Indicators

Quality of administrative services from several indicators of village administrative services in Tellulimpoe sub-district Sinjai district are based on information technology. Researchers looked at only 3 aspects, namely based on the level of responsiveness or response in serving the community, the responsibilities of village officials in providing services, and professional services. Responsiveness *(positive responses)* is a response to residents, both officials related to services and the need for a positive attitude towards villagers so that they mutually benefit one another. The concept of computer science, refers to the specific ability of a system or functional unit to complete the tasks assigned within a certain time. This measures the responsiveness of providers to the hopes, wishes, and aspirations, as well as the demands of customers. Responsiveness can be concluded that the village government has experienced a very good response to services and villagers are certainly given good service and respond positively existing in the village in terms of public service activities. Responsive service is service that is fast and responsive to the needs and demands of the community in the village.

Responsibility is an ethical framework and indicates that one must work and cooperate with other individuals and organizations for the benefit of villagers. Responsibility Responsible in village administrative services will provide professional and transparent services, and ensure

quality services for the community. They will also provide easy access to public information and encourage the active participation of the public in decision-making.

Accountability is a quality or situation in which a person is obliged to take responsibility for assignments to himself that originate from one's obligation or voluntarily to accept responsibility or take responsibility for the actions or actions of other parties/people in public services. Implementing accountable services is one of the important principles of good governance in the village. Accountable services guarantee that every government action can be accounted for in a transparent, responsible, and fair manner. This has been done in all villages in the Tellulimpoe sub-district, Sinjai district, and can be seen from administrative services according to standard operating procedures.

CONCLUSION

In conclusion, the quality of Information Technology-Based Public Services to The village office in Tellulimpoe District, Sinjai Regency can be concluded. In the management of village administration, it certainly the village government apparatus also demands great responsibility. Therefore, the Village Government must be able to apply the principle of a good response to the needs of the community. This good response can be interpreted as the ability of the village government to meet the needs of the community in a more effective administration, as well as its responsibilities as a person who provides services that certainly must be professional provide services. transparent, fast, and timely as well as accountable in the management of village administration, in which all village administration activities must be accountable to the village community by the provisions so that good village governance is realized.

To be able to apply the principle of accountability, various resources, and supporting facilities are needed, including competent human resources and the support of adequate and reliable information technology facilities.

However, judging from the inadequate condition of village human resources, many parties are concerned about this village administration service. Some risks must be anticipated so that what is feared does not occur. Another obstacle is that the village does not yet have procedures and support for facilities and infrastructure in modern administrative management, and the community is not yet critical of the need for information technology-based administrative services that they can easily obtain. The community's understanding and ability to use information technology are not very good because of the limited knowledge they have. However, information technology-based services make it easier for people who want to get services as well as for village officials who will provide services.

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