

Development Of Electronic-Based Goverment Service As A Container People's Aspirations

Kimia us sa'adah¹, Lutfiah Zahra², Nurul Istiqomah³, Siti aisyah⁴
kimiaussaadah43@gmail.com nurulistiqomah476@gmail.com
syah.150205@gmail.com zahrasakinah15@gmail.com

UIN Siber Syekh Nurjati Cirebon

Abstract: *This research was conducted to explore the development of digital applications in enhancing public services. The aim of this study is to raise awareness about the use of digital applications for improving public services. The study utilized a reference study method to ensure accurate data collection and analysis in the discussion about e-government. The information was gathered from both print and online media, which are considered reliable sources for the study. The findings indicate that the use of digital applications can significantly improve the efficiency of services, reducing the need for long queues for registration and enabling more effective processing of files through digital documents. However, the government must address potential operational challenges associated with the use of digital applications for public services. It is crucial to establish a secure and trustworthy system to protect individuals' personal data when using these applications.*

Keywords: *Human Resource Development, Government, Digitalization.*

Abstrak: Penelitian ini dilakukan agar mengetahui tentang perkembangan penggunaan aplikasi digital dalam meningkatkan pelayanan publik. Tujuan dari penelitian ini adalah mengedukasikan kepada masyarakat tentang penggunaan aplikasi digital guna meningkatkan pelayanan publik. Penelitian ini menggunakan metode studi referensi. Hal ini membantu menemukan rincian data yang akurat dalam pembahasan seputar e-government dan di rangkai menjadi satu berdasarkan sumber yang di peroleh dari media cetak maupun media online. yang dinilai aktual dan akurat dengan objek kajian. Hasil dari penelitian ini adalah bahwa dengan megunakan aplikasi digital itu pelayanan akan jauh lebih efisien, yang artinya masyarakat tidak perlu mengantri Panjang ke sebuah intansi untuk melakukan pendaftaran, dan dalam pengurusan berkas jauh lebih efektif bisa melalui dokumen tidak perlu membawa berkas fisiknya. Akan tetapi pemerintah harus bisa menangani kendala yang akan terjadi dalam operational akibat penggunaan aplikasi digital sebagai alternative pelayanan publik. Pemerintah harus bisa membuat system yang terpecaya sehingga masyarakat merasa aman mengenai data pribadi mereka, karena penggunaan aplikasi tersebut.

Kata kunci : Pengembangan SDM, Pemerintah, Digitalisasi.

Introduction

Public services have existed since Indonesia was not yet independent or can be called the colonial era, the development of public services continues to develop until now to improve the quality of services. Public services have the main goal of prioritizing the interests of the people so that they become prosperous, and equalizing human rights by paying attention to loyalty and accountability for public services that must be directly shown to the community properly. To realize advanced public services, the government must provide excellent public services to the community, fairly and without discrimination. (fernandus, 2018)

The development of the era is increasingly rapid, internet access has developed during this period, so the government finds new ideas and concepts to improve public services, and also pays attention to community obstacles during offline services, now public services can be accessed anywhere, and anytime through electronic media mobile phones (online through applications provided by the government), with the aim that the public can access information with more efficient time, the implementation of digital applications (e-government) is very well received by the public. (Nugroho, 2017).

E-government is designed to improve the quality of public services both in terms of quality and time efficiency. The use of online services has a significant impact on the service system and public satisfaction, but public satisfaction is sometimes trivial in online public services; many reports are late in reply from related agencies; this must be a reference for the government to stabilize public services that are equivalent to offline even though online. Nowadays, everything can be done easily, just by using several digital applications that are already available or that have been created by public people who are experts in that field. Digital applications can also be an effective forum for public aspirations, for example by making it easy for the public to convey problems that exist in public services. There are several digital applications that we can access for public services. (Ombudsman, 2022).

E-Government is a government step in utilizing information technology to increase efficiency, effectiveness, transparency, and accountability of government administration to improve public services. Here are examples of several digital applications that have been used by the public: e-report applications, report applications, E-Office, E-LaporNaker, E-Data Education, E-SKM, and E-Bankum. (Integra, 2021)

In the development of public services carried out by the government, applications that have begun to be used to make it easier for citizens to find sources of information, namely (chatting applications, email, servers, and others), these applications are still used by the public as facilities used for operations in the world of work, as well as in the world of education. Good use of digital media requires appreciation from the government to maintain data security so that you will not feel worried about the issue of leaks (theft of personal data). (Islah, 2018)

In addition, many applications have been developed to facilitate people's access to obtain equal rights in public services such as the use of digital applications. So this study will explain the meaning and procedures for using digital applications that will make it easier for people to obtain human rights in public services. This application is a media-based complaint aspiration service that can be used to monitor development or public services. The public can submit complaints about public services, infrastructure, or social problems that allow the government to respond to reports openly, increasing accountability. Then the complaint data can be analyzed effectively. This e-report application allows the public to be involved in the supervision process. Then this application also has a fast response to reports received. This application is also very affordable for people who want to access it in various locations. (Integra, 2021). The following are digital applications that have been running until now:

E-Lapor Application: This application is a container for community operational facilities to improve public services and is also used as a public report that will become research for an agency in providing excellent public services. This application invites the public to actively participate in monitoring public services and improving the government's response to issues faced by the community. In this reporting application, the community can report easily which can encourage more people to get involved. This application can also respond to reports quickly. Users can also view the history of reports they have reported. This application is very friendly to users who are less familiar with technology. (Rifil, 2022)

Sidumas Application: This application is a place to convey complaints and aspirations from the community regarding all services. This application can increase the accountability of government agencies in handling complaints and inviting the public to be involved in monitoring public services. This Sidumas application makes it easy for users to submit reports. Also, this application has a fast response to users, so that reports can be handled quickly. Users can also see the status of reports that have been submitted in real-time. This application also makes it easy for users to access without difficulty. (Nia putu kania dwi, 2024)

Many community aspiration applications allow users to monitor the progress or status of their reports. Community participation in community aspiration applications can be done by providing input. Conveying aspirations, and monitoring government programs. Public participation in applications, such as e-lapor, dumas, and other similar applications, is very important to ensure that public voices are heard and accommodated in policy-making or improving public services. The public can be directly involved by using the application to convey aspirations, complaints, or ideas related to public issues, such as health services, education, infrastructure, or security. Participation can also be measured by the number of reports received through the application. In some applications, such as e-Lapor, the public can quickly report problems so that reports can be resolved quickly. However, effective participation is not only measured by the number of reports

received but also by the quality of the reports. Users who provide clear, complete, and relevant information also help authorized agencies respond better. Complaints accompanied by evidence, such as photos or videos, can show that the public is increasingly aware of the importance of transparency and accountability in submitting aspirations. Participation increases when the public actively tracks their complaints and waits for a response from the relevant agency. After the problem is handled, the public can provide feedback on the response received. This shows that they are not only complaining but also involved in evaluating the solutions provided. . (Rifil, 2022)

The use of digital applications certainly has an impact on the Indonesian people and the government, both in terms of positive and negative aspects. Challenges that must be faced in using digital applications in public policy. The use of digital applications is not always easy; of course, there are several challenges that we the community participates well and wisely, if government or authorized agencies are slow to respond to reporters or do not provide adequate solutions, public participation can slowly decline. If there are inaccurate or irrelevant reports, it can slow down the actual process of handling reports.

Some of the challenges faced in the use of digital applications in public policy in Indonesia include (Ramadhani, 2018).

Limited technological infrastructure. Indonesia still faces challenges in terms of digital infrastructure. Lack of competent human resources. Indonesia still faces challenges in terms of competent human resources in digital technology. Digital literacy of the community. The government must pay attention to the community. Data security in the implementation of online systems. The implementation of digital government has resulted in more and more sensitive information being stored digitally. Rapid technological developments. The government needs to continue to adapt to the very rapid development of technology. Pressure from foreign countries Indonesia faces pressure from developed countries that have economic interests in the digital sector. However, the public does not need to worry about the existing obstacles because there are many positive impacts of E-government, such as the boundaries being removed. After all, with digital services, the government can monitor and access complaints from its people widely without any limitations on the service system. The second is improved service because from the beginning the government was difficult to find in the office, and many obstacles occurred in public services, now people can access it easily on their mobile phones and can make appointments without having to go to the office and wait for a long time, (kurhayadi, 2013). To face these challenges, people can improve their digital literacy, namely understanding technology and mastering digital skills. To overcome this challenge, it is also necessary to carry out better socialization in the community.

Research Method

The method used in writing this article is a reference study. This method is carried out to collect data to find out and expand the discussion contained in this article. In this research literature review, it is made based on information sources that have been concluded regarding government developments in improving services from manual to digital which will have a significant impact on improving services as the main focus so that the public gets excellent satisfaction. Reference studies are a benchmark in finding sources of information about the development of e-government in the public service sector based on suggestions and input obtained from citizens as government riders to support efforts to build excellent services in public institutions (Jenerson Patonegan, 2021).

Results And Discussion

Definition and Objectives of E-government Services

The provision of public services in the e-government system is an effort by the government to reach its people equally and fairly, so that the community will be prosperous and human rights will be fulfilled fairly and prosperously by improving the quality of service to be excellent, the government will be considered much more effective in providing public services to the community.. (Fernandus, 2018). The implementation of services and the provision of public services must be organized and significant and have a good scope, as a container for accommodating wise community obstacles. In addition, regarding standards in public services, special services and tiered services, and community participation. Then in terms of resolving complaints, mechanisms, and provisions for payment in compensation, facilities, and infrastructure, namely regarding facilities, innovation, and monitoring. (Solichah, 2021). The government uses a one-stop integrated service system which is an integrated coconut milk pattern, organized in one place that includes various types of services that do not have a process relationship and are served through several doors, for example by providing applications for the public to facilitate data management, problem reporting, and facilitate access, thus the government provides a forum that we must make the most of.

The use of this digital application is an alternative to accommodating community aspirations, the use of digital applications is much more effective in doing something because by using digital applications we do not waste time queuing for long waiting for the offline process. Public service providers should have met the principles of public service. Public services must provide the best service for the community. For this reason, as a standard of public service, it must be in accordance with the principles and rules of law. (Nurchotimah, A.S.I, 2021) The principles of public service can be seen in the Decree of the Minister of Administrative and Bureaucratic Reform Number 63 of 2003, including,

Transparency. Is open, easy, and accessible to all parties in need and is provided adequately and easily understood, Principle of Accountability. Can be accounted for by the provisions of laws and regulations, Conditional Principle. By the conditions and capabilities of the service provider and recipient while adhering to the principles of efficiency and effectiveness. Participatory Principle. Encouraging community participation in the implementation of public services by considering the aspirations, needs, and expectations of the community. Principle of Equal Rights. Non-discriminatory in the sense of not distinguishing between ethnicity, race, religion, group, gender, and economic status, Principle of Balance of rights and obligations. Providers and recipients of public services must fulfill the rights and obligations of each party (Nurchotimah, A.S.I, 2021)

Indonesian citizens have rights and obligations. Citizens have the right to receive good public services. Public services are very important because in the life of the nation and state it always intersects with public services, therefore many people are constrained in the process of developing services in the government system using digital application media. In terms of implementation patterns, digital public services have various weaknesses including being less responsive, less informative, less accessible, less coordinated, bureaucratic, less willing to listen to complaints/suggestions/aspirations from the community, and inefficient. (Ombudsman, 2022) In improving government services in digital applications that are provided as a forum for people's aspirations, the government must see society from the perspective of society also playing a role as citizens or citizens will make public service providers not only position the community as consumers but also must be involved in every decision-making that affects the implementation of public services (Nurchotimah A.S.I, 2021) Efforts to improve public services should continue to be carried out. In addition, public services also require participation from the community. This participation can be carried out in every decision-making regarding public services. Thus, public service providers can be more responsive.

Development Concept

Service in digital applications the concept of government development in online services can be interpreted as digital-based government or digital governance. this concept emerged as a need to answer public needs in the era of rapid technological development. several concepts and strategies can be applied to digital-based government, including the electronic-based government system (spbe). digital transformation in government aims to realize clean, effective, and transparent governance.e-government is a a concept that has basic principles that are general and easy to understand, but in its application e-government must not change historical factors, culture, education, political views, and economic conditions so that the use of e-government can still be monitored, and also managed to minimize the negative impacts that occur due to globalization. digital public

service a solution to change the manual service system to make time efficient and not wasteful. principles in implementing e-government: some examples of the application of e-government in indonesia are sragen with one stop service (oss), which is an integrated licensing service. surabaya develops e-procurement that displays government project information so that the public can openly participate in project tenders. e-government will certainly improve services to the public. one of the companies that support e-government is gamatechno through several services such as simcity and gtperijinan.. (kaimana, 2024)

Preparation of human resources who are smart in using digital technology, Preparation of easy access facilities such as providing digitalization workshop facilities, Wernet, etc., Socialization of information sites both for internal and for the public., The level of maturity includes the creation of interactive public information sites, the Creation of interfaces for connectivity between other institutions, and The level of consolidation that includes the creation of public service transaction sites. (Hilda,novita,yani sri, 2021).

Conclusion

Human rights are the heart of every society because people have equal rights and justice. To improve the development of public services using digital applications, the government must listen to the voices of its people so that the system can run well and make it easier for people to get their rights easily, the government must research developments that occur during the service using social media on digital applications, ensuring the security of people's data is safe so that people can trust the government because it has carried out public services well, people must also be smart in dealing with obstacles that occur in digital applications, therefore people are required to become smart citizens in using government service application. This research has resulted in a lot of support from the public regarding the use of social media and online services, because with this the government can monitor the public to obtain equal rights, not differentiated from people who need offline assistance, so that human resources will also grow to balance technological advances.

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