

The Effectiveness Service of Administration System and Village Information (SAID) Bondowoso District

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Abstract

Bondowoso Regency Government as a public service provider has a strategy in solving problems in its territory. Problems that arise in the quality of service in rural areas are still manual and not systematic. The constrained service related to data collection is not yet electronic based so it is not evenly distributed and takes a long time. In addition, high dependence on employees in the process of public services without the ability to use excellent service technology. This is what underlies the Bondowoso Regency Government to develop a strategy with the Village Administration and Information System (SAID). The solution provided is in the form of utilizing information technology in order to improve the quality of administrative services by the village government to the community in Bondowoso Regency. Service effectiveness determines the SAID program in assessing the program's success in meeting community needs. This research uses a descriptive qualitative method in accordance with the guidelines and data processing. The data obtained from this study came from field studies by conducting in-depth observations and interviews. The results of this study discuss the use of effectiveness indicators from Gibson, et al (1996) with 6 indicators namely productivity, quality, satisfaction, efficiency, flexibility, and development in assessing the Village Administration and Information System in Bondowoso Regency. Referring to the results of the research discussion, it can be concluded that the use of SAID by measuring effectiveness can solve village administration service problems in Bondowoso Regency. Although there are several problems that have not been thoroughly resolved in areas that have not been reached and the lack of quality human resources in village officials in maximizing the use of SAID.

Keywords: Village Administration and Information System (SAID), Service Effectiveness, Bondowoso District, Public Services

INTRODUCTION

Bondowoso Regency is a tape-producing area that has good and superior quality, so it is called the City of Tape. The availability of resources in Bondowoso Regency is very diverse, when viewed from the area of agricultural harvests of food crops, the average production is from rice and secondary crops production. In 2022 there will be an increase in both harvested area and production starting from soybeans, peanuts, cassava and sweet potatoes from forestry resources including teak wood, jungle wood consisting of pine, rosewood, mahogany, teak firewood and jungle firewood (BPS, 2023:209-210). The current challenge lies in the progress of innovation and technology in public services for the community.

Public service innovation that involves the community has positive and negative implications for current technological developments. The problems that arise are related to the digital divide between urban and rural communities, namely from difficulties in accessing the internet, electricity infrastructure, telecommunication and equipment, lack of skills from human resources, lack of understanding material related to the development of the use of information technology, lack of incentives from the government in carrying out public services and the level of welfare of the village community is still low.

The Government of Bondowoso Regency provides an alternative solution in providing public services to the community with a more modern way of innovating in making applications to answer the demands of society who are responsive to technological developments by providing population data related to administrative services, information about services provided by the Bondowoso Regency government in detail stated on the official website of Bondowoso Regency. Innovation can be realized thanks to the synergy of central and regional government programs in implementing electronic government or what is called E-Government from the development of information technology at the district to village levels.

Public services in Bondowoso Regency have upgraded the services provided to the public with administrative services using population data applications. One form of information system in developing villages has been provided by the Regency/City Regional Government, namely the Village Information System (SID). SID is an information system that can be accessed and managed by villages with various village data covering village management, village area development, and other data that intersect with village development. The Village Administration and Information System (SAID) is an application and website-based digital service launched in 2016 in Bukor Village. SAID is regulated in Bondowoso Regent Regulation Number 50 of 2017 concerning Village Administration and Information Systems to synergize inter-sectoral development plans, set goals, targets and priorities for village development and accelerate community empowerment and village poverty alleviation in Bondowoso Regency, so governance of the Administrative System and Village Information. SAID was also strengthened by forming a SAID technical team which involved 5 Regional Apparatus Organizations (OPD), namely Bappeda as the person in charge of SAID management, the Communication and Information Service for application technical development, the Community and Village Empowerment Service for village guidance and supervision, the Population and Civil Registry Service for population administration services and SIAK data, Social Services as the person in charge of Integrated Social Welfare Services.

The Village Administration and Information System becomes a governance system for administrative services, management and presentation of village data using information and communication technology media in the form of websites and applications that can be accessed by village officials. SAID users are from village officials appointed as operators who are included in the Village Information

Management Officer (PPID).

SAID was developed as a district-level service innovation for the diversity of data sources in realizing progress in village development that is aggregate and in large numbers. SAID is connected to online village population administration services that have been replicated in 23 sub-districts and 100 villages. The application of SAID services is only in certain villages that seek to take advantage of innovations developed by the Government of Bondowoso Regency in providing effective services.

The application of SAID itself requires carefulness, detail, and timeliness in entering population data according to population administration services. Thus, SAID cannot work effectively if the SAID system and human resources operating it are not optimal. In realizing optimal service and in accordance with the goals of SAID with reference to the concept of Gibson (1996) six indicators of effectiveness namely productivity, quality, efficiency, flexibility, satisfaction, development. Therefore, researchers took the initiative to conduct terk research

METHOD

This study uses a qualitative approach. To obtain the necessary data, the researchers conducted a series of research activities in the Bukor Village environment, Wringin District, Bondowoso Regency, starting on February 3, 2023. To obtain the desired data and information, the researchers used several methods as follows:

Interview

This activity was carried out to several informants with the aim of obtaining some information related to the research subject. Interviews were carried out directly to:

- Head of Governance and Human Development at the Regional Development Planning Agency of Bondowoso Regency.
- Secretary of the Community and Village Empowerment Office of Bondowoso Regency.
- Head of Bukor Village, Bondowoso Regency.
- SAID implementing operator in Bukor Village, Bondowoso Regency.
- SAID servant in Bukor Village, Bondowoso Regency.
- Reporting communities and recipients of SAID assistance

Observation

Direct observation activities in the Bukor Village environment, Wringin District, Bondowoso Regency by looking at the Village Administration and Information System service process (SAID) accompanied by records of the condition or behavior of the target object. The observer starts from the service process provided to affected communities based on SAID data, available facilities and infrastructure, and existing human resources.

Document Study

According to Sugiyono (2017: 124) documents are records of past events, documents can be in the form of writing, pictures, or monumental works of someone. Guba and Lincoln in Moleong (2014: 217) state that documents are needed in research because there are certain

reasons that can be accounted for. The documentation will be in the form of pictures and community data obtained in the handling of the SAID application service. After carrying out a series of research methods above.

RESULTS AND DISCUSSION

A. Service Process of the Village Administration and Information System (SAID) in Bukor Village, Bondowoso Regency

The service process of the Village Administration and Information System (SAID) is carried out by inter-sectoral development planning, setting goals, targets and village development priorities as well as accelerating community empowerment and village poverty alleviation in Bondowoso Regency. The services provided include administrative services, village data, information and communication that can be accessed by village officials and SAID supporting Regional Organizations online. The realization of SAID began with the implementation of the Village Law no. 6 of 2014 concerning Villages as references in village development, village management, village governance, village empowerment, village development, and integrated and sustainable development of rural areas.

In an effort to realize an effective and integrated information system, the Government of Bondowoso Regency in 2016 collaborated with KOMPAK (Community Collaboration and Services for the Welfare of the Australia - Indonesia Government Partnership) and the University of Jember in realizing a Village Administration and Information System by integrating village population data with the government Regencies, sub-districts and villages by verifying and validating village population data integrated with SAID services. The SAID service starts with the community who will produce population data to prepare several requirements for each interest in Bukor Village. The requirements needed by the community have been regulated in the Bukor Village Office based on GERTAS (Complete Population Administration Movement) Population Administration. Communities that have prepared the requirements for the formation of population data will be managed by village operators who work at the Bukor Village Office. Village operators in Bukor Village are also village officials who have responsibility for collecting community data, both primary and secondary data. The collected data is inputted into the SAID website. SAID is supported by village officials in updating data regularly in publishing data and information through SAID, presenting data and information needed by villages and parties who need it, receiving responses, statements, input and all forms of communication related to SAID.

Village apparatus in updating village population data begins by entering additional population birth certificate data, so that villagers who have submitted the requirements for making birth certificates will have a change of new data which will be synchronized by the SAID operator to obtain services available at SAID.

B. Services in the Village Administration and Information System (SAID) in Bukor Village, Bondowoso Regency

Integrated services in the SAID Application from the start of making population data, namely KTP, in its manufacture it is transferred to E-KTP by synchronizing registered resident data. Apart from that, it also provides services for making KK, KIA, Birth Certificates, Death Certificates, Transfers, and other services from recorded population data, which consists of DTKS data (Integrated Social Welfare Data), BANSOS data (Social Assistance), data SIAK (Population Administration Information System), and PBI (Contribution Assistance Recipients) data. The data that has been input will be accessed by the SAID application by providing benefits to the community, namely in the form of Sweet Tape services, being able to detect inclusion errors for DTKS and BANSOS (doubles, etc.), Mother and Baby Information System (SIBUBA), Targeting village poverty program targets from districts, the utilization provided by SAID is a single data application for Bondowoso Regency which is connected to various services, as a data verval tool for DTKS and SIAK. Population data that has been listed in the SAID application will be processed from every available service, namely as a form of assistance from the government to the community that will be provided will be processed by the competent authorities to select residents who receive assistance from the government. Process services in the SAID application include DTKS (Integrated Social Welfare Data), BANSOS (Social Assistance), the Tape Manis Movement (Responsive and Caring for the Poor) and SIBUBA (Mother and Baby Information System).

The services that have been delivered from SAID are used by village officials to manage the assistance of services provided by SAID from the center to impact the village community. The Government of Bondowoso Regency has a relationship between data managers from inputting SAID data to synergizing the service management system from the central government to the village government with various integrated service data so that they can be combined into one unit or become an integrated data flow. The integrity flow is illustrated in Figure 1 as follows:

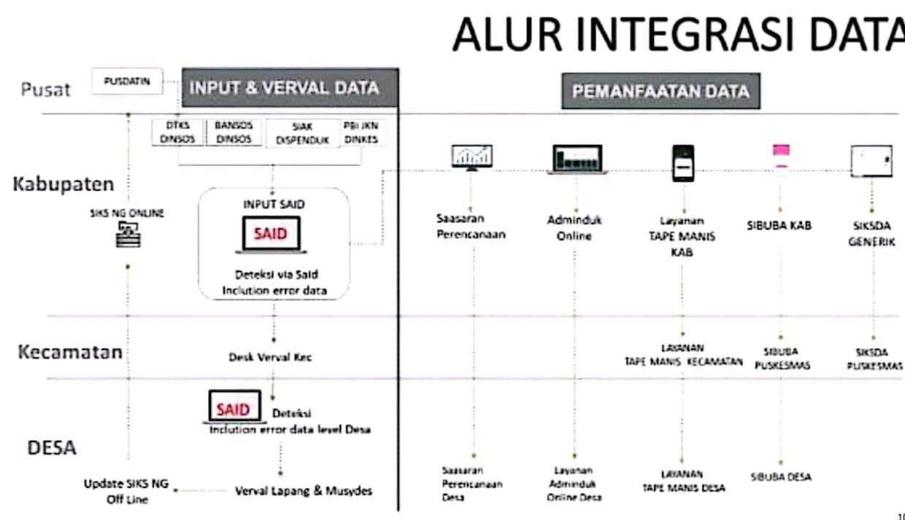


Figure 1 The integrity flow illustrated

Sumber: KOMPAK, 2022

C. Discussion

Service Effectiveness of the Village Administration and Information System (SAID) in Bukor Village, Bondowoso Regency

In this discussion, the authors describe the findings while at the research location regarding matters related to the effectiveness of village administration and information system services implemented in Bukor Village, Bondowoso Regency based on the criteria described in the literature review.

Organizations can develop if supported by effective performance so that results are obtained according to plan (Edward E. Lawler III, 2006). This argument is reinforced by Eduardo Salas (2008) the importance of effective and efficient public sector organizations, especially government organizations. The challenges of public service in the modern era require innovation and a change in mindset in the technological organizational structure Peter Eichhorn (2018). In the literature review, the authors used the concept put forward by Gibson, et al (1996:51-52) to identify and describe the effectiveness of village administration and information system services using six criteria. Researchers focused on six criteria of effectiveness which include productivity, quality, efficiency, flexibility, satisfaction, and development. The six criteria are described as follows.

a. Productivity

The first criterion is productivity which is at the forefront of providing services defined by Gibson, namely organizational ability or organizational success in producing the amount of goods and services in accordance with what is needed by the community. Productivity in this case refers to the ability of the Bukor Village Office in Bondowoso Regency to produce the needs that the community expects for its output in fulfilling population documents and the services included therein. The key productivity factor is closely related to the suitability of requests generated by the Bukor Village Office, Bondowoso Regency. the existence of the SAID service assists village officials in accumulating population documents for the bukor village community, but the productivity carried out by SAID operators cannot run properly because SAID data which should be updated from year to year to update population data cannot be accessed because the SAID Village system Bukor experienced a data error that required system repair, so that it could be accessed in 2022. SAID operators also had difficulty upgrading data because there were many village programs that required SAID services to be transferred to other village officials. The results of the production of population documents recorded at SAID Bukor Village in 2022 are shown in table 1 as follows.

Table 1 Production of E-KTP Document Data, Family Cards, Birth Certificates, Death

Table 1 Certificates in SAID Bukor Village in 2022

Layanan SAID	Baru	Proses	Revisi	Batal	Selesai	Total Data	Presentase
E-KTP	0	0	0	2	8	10	80%
Kartu Keluarga	0	0	0	5	4	9	44%
Akta Kelahiran	0	0	0	0	0	0	-
Akta Kematian	0	0	0	1	1	2	50%

Source: SAID website at the Bukor Village Office, Bondowoso Regency

Table 1 shows that there have been requests from the public to arrange services at SAID in the form of population documents consisting of E-KTP, Family Card, birth certificates, death certificates. The percentage of applications that were successfully produced was E-KTP by 80%, KK by 44%, and death certificate by 50%. There were several submissions made by residents that failed due to errors or deficiencies in uploading population data that did not comply with the requirements so that the relevant OPD could not provide the results of the submission.

b. Quality

The second criterion is quality which is defined by Gibson (1996) as the fulfillment of the expectations of service recipients from public services for the services received, seen from the quality assessment originating from service recipients or the public who submits them as a measure of quality. Quality can also be interpreted as how much the ability of village officials in the Bukor Village Office of Bondowoso Regency to meet community expectations for the services received, the community will assess the services provided as satisfactory or not because community satisfaction is the main goal of public servants in providing output that is in line with expectations public. Based on Law Number 25 of 2009 concerning Public Services contained in Article 21 defines each service standard as a measure of quality, namely from systems, mechanisms and procedures in providing services to the public. Based on an interview with the SAID operator, Bukor village realized that the services carried out were in accordance with what the community wanted, services from a system that could be directly operated at the village office in a mechanism that was also assisted by ball pick-up services, according to the procedure requirements and the community's willingness to get services, if there are complaints a suggestion box has also been provided to accommodate village community complaints about the services provided by the bukor village office.

c. Efficiency

Efficiency is defined by Gibson (1996) as the ratio of work results to the resources used which can be in the form of costs, labor, time. Efficiency can be achieved if the activities carried out expend as few resources as possible to obtain maximum results as expected. Efficiency refers to the ability provided in performing effective and efficient services. SAID service procedures are not much different from other regular services. The results of data findings in the field show that SAID services related to submitting complete population documents can be seen in the lobby of the village office, the community can immediately bring the required documents from the documents they

wish to submit to the village office and be served directly by village officials. The procedure in the SAID service referring to field data begins with picking up balls from village officials along with the head of the bukor village hamlet to complete population data which will be directly inputted into SAID by synchronizing the Family Card (KK) and Identity Card (KTP) collected in SAID services as village data. The original files from the resident's KK and KTP uploaded to SAID are still in the form of a draft after going through a process from the center and being accepted, a new original file related to services from SAID that was submitted by the KK, birth certificates, death certificates can be printed directly at the village office, while the KTP is taken at the Population and Civil Registry Office of Bondowoso Regency.

SAID services can also be tested for efficiency by integrating the SAID application with all village services in Bondowoso Regency, where previously SAID only functioned with village population administration data, now SAID can be connected to applications that involve population data, can be seen in Figure 2 as follows .

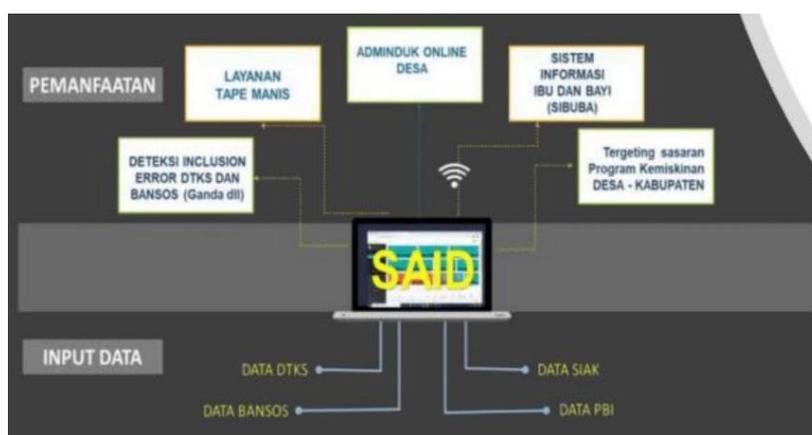


Figure 2 Utilization of SAID from Input Data
Source: KOMPAK, 2022

As seen in Figure 2, SAID can connect some of the village population's population data so that it is directly connected to the services available on SAID, an adequate internet network is needed to be able to access the SAID application

d. flexibility

Flexibility is defined by Gibson as the ability to respond to environmental developments from the existence of manufacturing technology and time availability according to changing demand needs. Flexibility refers to the ability of employees to respond to environmental developments from the existence of manufacturing technology and time availability according to changing demand needs. SAID servants were able to adapt to KOMPAK assistance in early 2017 when the first implementation of SAID was aimed at bukor villages. Basically the work done is the same, so employees only need to learn to operate a computer and learn how to input population

data for every service available at SAID. SAID operators utilize social media to be able to directly communicate with the Bukor village community to request submission of population documents. The Bukor village SAID service also added two village officials to maximize SAID services which are still in the training period.

The services that apply at the Bukor village office are in accordance with a predetermined schedule, namely from 8 am to 1 pm, but the service continues outside these hours. It can be said that the services carried out by Bukor village officials are ready 24 hours. obtained by contacting village officials via whatsapp or telephone, files that have been made can be picked up directly at the village office or delivered to residents.

e. Satisfaction

Satisfaction is defined by Gibson (2016) as a feeling directed by employees towards the work and roles performed. Satisfaction refers to the feelings addressed by employees in SAID services. Employee satisfaction can be seen from complaints and attitudes aimed at employees and employee feelings from the development of SAID services. The feelings and enthusiasm of employees in serving the community determine how well the services provided by the community can be considered effective. Employees in carrying out their responsibilities can run well if they do not feel pressured and burdened with the tasks that must be done, but there are still complaints from employees. Complaints that often occur are directed at SAID service operators due to the community being less responsive in completing population documents, lack of human resources from village officials other than SAID operators in operating computers, internal and external factors of the SAID system. Apart from the employee's responsibility for the services provided to the village community, the community is the destination for the service but if the submission to be made from the file provided is incomplete or there is population data that has not been made it will take time to process the submission where this is due to public awareness still not enough, the village apparatus will make population documents first to complete the file, so that the bukor village apparatus avoids this problem by picking up the ball. The problems that arise in the SAID system are not only from the human factor but from the SAID application which has an error.

f. Development

Development is defined by Gibson (2016) as assurance of effectiveness through investment of resources to meet future environmental demands. Development is the ability to carry out maintenance and updating of all resources in meeting the demands of society from all aspects of environmental adjustment and technological development. The development of the SAID system, which was originally only used as village administrative data, was developed with a redesign in SAID. SAID's redesign updates the system so that it can be integrated and connected from various applications related to village administration, health, and poverty, SAID is also linked to the SEPAKAT application (System Planning, Budgeting, Monitoring, Evaluation and Poverty Analysis Integrated) aimed at collecting data on residents who will

issues of poverty, vulnerability, and inequality from Bappenas. SAID is also equipped with village thematics from providing a residence permit form and network improvement as well as periodic updates every year. So in order to be able to provide maximum service and become one data by system, SAID must go through regular developments to fulfill all existing services for integrated village data. The development of human resources is realized by the assistance from the Community and Village Empowerment Service (DPMD) as the Regional Apparatus Organization that assists SAID, every assistance that is carried out does not make all village officials able to carry out online-based services or operate via a computer. The output of assistance that is carried out depends on the capacity and competence of village officials.

CONCLUSION

Based on the results of research conducted by researchers, it can be concluded that SAID services in Bukor Village, Bondowoso Regency, are not fully effective. Even though the community responds to satisfaction from the services provided by village officials, SAID operators are also given the convenience of registering village communities through an online-based system, the flow and procedures are correct and appropriate, but there are still a number of difficulties and obstacles that cause the service to not run effectively. The six Gibson effectiveness criteria which include production criteria, quality criteria, efficiency criteria, flexibility criteria, satisfaction criteria, and development criteria have not been fully implemented effectively.

The quality criteria indicated that the community was satisfied with the services provided by village officials and received services for assistance recorded at SAID, although there were complaints from people who did not receive assistance but were not the domain of SAID operators. The efficiency criteria have been effective because community data collection has become permanent data that can be connected to various services so that people are directly recorded from various applications and services at SAID. The flexibility criterion is said to be effective because services are obtained without any space and time limitations making it easier for people to receive services. The development criteria have been effective and realized by increasing capacity and empowering village officials and updating the SAID system to maximize SAID services. However, the production criteria and satisfaction criteria have not been implemented effectively. Fulfillment of requests for the entire number of applications for updating population documents by the village community as a whole has not been fulfilled through the SAID service. SAID operators also experience difficulties and are burdened with the two roles that are carried out as Village Secretary and SAID Operator who have different duties and responsibilities, so that the role as Village Secretary is more important because the main role is carried out for the benefit of the village, thus forming two village apparatus to guided until they are able to operate SAID and run optimally. Even though several SAID service criteria have shown that the service has been running effectively, the SAID service cannot be avoided from the obstacles and difficulties encountered so that the SAID service in Bukor Village, Bondowoso Regency has not fully run effectively.

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