

Improving Public Services towards Smart Government in Sukosarikidul Village, Sumberwringin District, Bondowoso Regency

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ABSTRACT : In the era of digitalization, the development of information and communication technology can no longer be separated from community service activities in all important aspects of a village being transformed into a smart village because it encourages increased community economic activity and productivity, so it is appropriate if all village activities are digitally integrated. Based on the mapping of the problems obtained based on interviews and observations made, it was found that there are problems that must be solved immediately.

Keywords: e-government, smart government

1. INTRODUCTION

Community service is one of the tridharma of higher education which focuses on the responsibility of educators towards the environment and the surrounding community. Community service activities for the assisted village service program in Sukosari Kidul Village, Sumberwringin District, Bondowoso Regency which will be carried out in 2021. By looking at the phenomenon that in the digitalization era, the development of information and communication technology can no longer be separated from community service activities in all important aspects of a village transforming into smart village because it encourages increased community economic activity and productivity, so it is appropriate if all village activities are digitally integrated. Based on the mapping of the problems obtained based on interviews and observations made by the service team, it was found that there were problems that had to be solved immediately. helping to solve these problems is the goal of community service activities in the assisted village program as follows: 1) Desa Sukosari Kidul through an e-government information system is more efficient in providing services for making requests for KK, 2) Desa Sukosari Kidul through e-government information systems is more efficient in providing services Application for KTP, 3) Desa Sukosari Kidul through the e-government information system is more efficient in completing population reports, 4) Desa Sukosari Kidul through the e-government information system is more efficient in providing services Application for making a Birth Certificate, 5) Desa Sukosari Kidul through an information system e-government is more efficient in providing services for making requests for death certificates, 6) Desa Sukosari Kidul through e-government information systems is more efficient in providing services for

applications for making resident certificates, 7) Desa Sukosari Kidul through e-government information systems is more efficient in providing services Application for a Resident Certificate to move.

The specific targets in the assisted village development program are as follows: 1) Increasing partner empowerment according to the problems faced, namely understanding the target audience about the importance of smart government towards a smart village, and With knowledge in the use of ICT in administration through e-government, improving service performance towards community 75%, 2) Scientific articles in Journals with ISSN, 3) activity videos uploaded on LP2M UNEJ's youtube, 4) Guide module for administration tutorials Community services in e-government.

2. IMPLEMENTATION METHOD

In this service activity, the proposing team has formulated an implementation method to realize the predetermined solution, supported by the expertise of the proposing team by formulating an implementation method that is in accordance with the problems faced by partners and the solutions offered.

Implementation Stage

Socialization of the assisted village service program through the development of e-government administration towards smart villages. The method chosen by the service team at the beginning of the activity to the target audience through the FGD method. The team will explain the objectives and activity plans that will be carried out for approximately 6 months. during the FGD between the service team and partners will communicate the results of observations along with alternative solutions to go to a smart village through e-government, in order to serve the community efficiently

Socialization of service activities to the target audience which will be carried out at the beginning of the activity. The team will explain the objectives and activity plans that will be carried out for approximately 6 months. At the time of socialization, partners will be given information about e-government administration that will be built including e-government information systems for applications for making KK, e-government information systems for applications for making ID cards, e-government information systems for applications for making birth certificates, systems e-government information for applications for making death certificates, e-government information systems for applications for making residence certificates dating, e-government information systems for applications for making certificates for moving residents, and e-government information systems for making population reports.

Monitoring & Evaluation

Monitoring & evaluation activities in this phase are carried out to ensure that the e-government administration module can be studied and utilized by partners properly and is able to solve partner problems. Monitoring is carried out by monitoring the use of e-government administration in the village of Sukosari Kidul in community service.

3. RESULTS AND DISCUSSION

The activities of the assisted village service program through the development of e-government-based administration in Sukosari Kidul Village, Sukosari sub-district as the target village that will get fostered, originated from phenomena in the current era of digitalization. Information and communication technology developments can no longer be separated in community service activities in all aspects. It is important for a village to transform into a smart village because it encourages increased community economic activity and productivity, so it is appropriate if all village activities are digitally integrated. Based on this, an innovation and transformation is needed regarding changes in services that are more efficient. It is from this problem that the team has conducted mapping based on the results of interviews and observations with partners. From this, the use of an ICT website-based e-government system is the right choice to answer the problems that have been experienced by the Sukosari Kidul village government in order to improve services to the community. Increasing partners' knowledge about village administration services based on website applications using e-

government administration, especially in the context of preparing human resources from the Sukosari Kidul village administration. This activity took place at the Sukosari Kidul Village Office.

The service team provides knowledge related to the usefulness of using the e-government system in implementing services to the community. Where the team provides 4 benefits that can be obtained by partners when implementing the e-government program: A) Public services that are easier and more efficient. Providing services that are easier for the community without creating service bureaucracy complicated ; Information from the village government can be accessed 24 hours a day, 7 days a week without having to wait for the village government office to open, so that information from the village government can be sought and obtained from the office or home without having to physically come to the Sukosari Kidul village office. B) Relationship between village government, community and business people. Making the relationship between the village government and the community and business people increase. With openness, it is hoped that relations between various parties will get better and make everything easier; openness will eliminate the feeling of distrust from all parties to partners, namely the village government. C) Community empowerment through information sharing through a website-based e-government system. Community empowerment is carried out through information that is easy to obtain, so that from this convenience the community gets sufficient information, the community will learn to make choices in obtaining the necessary information. D) Implementation of village government becomes much more efficient. With e-government, it is hoped that the implementation of village government will run more efficiently because village government coordination can be carried out through the use of information technology.

4. CONCLUSION

Based on the results of the activities that have been carried out, it can be concluded that the program that has been planned and discussed will assist in making it easier for the community to carry out administrative processes in Sukosari Kidul Village. The first activity is to increase partners' knowledge about smart village while also providing increased knowledge to partners about ICT skills. With the support of the Village Head's office, the Community, and the Service Team, it is hoped that this program can continue to develop and run according to the predetermined roadmaps. The current obstacle is that implementation is a little slow due to the implementation of PPKM in several areas in Bondowoso district, apart from that there are several services that cannot be included on the website due to constraints with minimal data obtained from partners.

5. SUGGESTION

Based on the results of the service output produced to date, there are some suggestions that can enrich the results of further dedication/dedication: 1. It is highly recommended to continue the development of a website-based smart village program, because this is very useful for village administration to create smart villages, besides that it will also make it easier for the community to carry out activities related to village administration process, so there is no need to queue at the village office, especially now that it's still a pandemic avoiding crowds.

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