Development of Digital Village in Improving Public Services in Lamahu Village of Bone Bolango Regency

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Abstract:- Advances in technology and information have brought changes to people's living patterns, the impact of which is expected to increase people's incomes. Therefore, research is needed on The Development of Digital Villages in improving this public service in one of the digital villages in Gorontalo Province. The goal to be achieved through this research is (1) to find out how the development of digital villages in improving public services, (2) to find out determinants in the development of digital villages in Lamahu village of South Bulango District of Bone Bolango Regency.

The study uses a qualitative approach, where researchers want to collect data through observation, in-depth interviews and documentation. Data obtained through the research process will be conducted data acquisition through data trianggulation methods, extension of observations and conducting focus group discussion so that valid data is expected to be obtained and will be analyzed using data reduction techniques, data presentation and conclusion withdrawal.

The results showed that: 1). The development of digital villages in improving public services in Lamahu Village can be seen through: (a). The application of government service systems with e-Government, (b) Community services in health and security aspects based on android, and (c) Community empowerment by utilizing information technology. And 2). Determinant factors that determine the success of digital village development in Lamahu Village include: (a). The level of public education, (b). Availability of access to information technology, and (c). There is support and commitment from the government.

Keywords:- Digital Village, Public Service.

I. INTRODUCTION

The issue of poverty will continue to be a problem that will never go away in this world (Ishatono, I., & Raharjo, S. T, 2016). Today, the government has made poverty alleviation efforts through various policies and programs designed to increase people's incomes. Government policies are implemented by involving various leading sectors and other relevant stakeholders. Aspects that need to be considered one of them is human resources that have the ability to provide public services to the community.

Good public service is believed to have an impact on community satisfaction as a service recipient. Much of the literature on the quality of public service focuses on administration (Nolte, I.M., Bushnell, A.M., &mews, M, 2020). Therefore, *government* officials need to be provided with appropriate public service facilities so as to provide excellent services to the community. Facilities or facilities and infrastructure as one of the conditions in improving the quality of public services wherever possible prepared by the government. This effort can be found in Lamahu Village which began to develop a digital system in conducting public service to its people. Some types of services carried out digitally since 2017 in Lamahu village include services that use punic buttons on aspects of security and public health. In addition, administrative services using *the e-government* system are designed to accelerate public services to the community in Lamahu Village.

Digital village development is a concept of village development by utilizing digital technology both in public services and in regional development such as infrastructure, information technology, communication, transportation, zoning, irrigation and energy. With digital villages are expected to be able to reduce costs and improve public services and the standard of living of villagers. But from the results of initial observations researchers it turns out that the development of digital villages in Lamahu Village has not been maximal. Ideally all types of public services in Lamahu

Village have been done digitally. But the reality that found services provided to the community has not used digital systems, especially e-government services. Some services carried out using panic button facilities such as security and health services have not been optimal. According to the research team, this phenomenon is caused by various factors such as the ability of human resources or low society, the commitment of the apparatus in performing services and other aspects that also affect the non-maximum public service by using this digital system.

II.   LITERATURE REVIEW

a. Definition of Digital Village Development

Village development is intended as one of the efforts made by the local government in improving public services to the community. (Suyatna, R, 2019). With digital villages are expected to be able to reduce costs and improve public services and the standard of living of villagers. By developing villages through the utilization of technology can reduce costs and improve performance or public services. In addition, the village will be more advanced and independent, because the village will no longer depend on the local government and even the center. One of them is by utilizing digital technology in public services to the community.

From the results of the preliminary study, it was found that efforts to develop Digital Village in Lamahu Village of South Bulango Subdistrict had begun since 2017, utilizing CSR (Corporate Social Responsibility) funds from Telkomsel. In addition, a Non-Governmental Organization (NGO) in Gorontalo, the Elnino Centre, has played an active role in building this Digital Village. Some of the facilities built include the provision of free internet services for citizens, the utilization of Panic Button, the use of CCTV Cameras and command centers used to operate and control digital systems in Lamahu Village. From several facilities and types of services provided in this digital village, the team focused on the study of the utilization of panic button system. Panic Button is used to provide services and rapid access to the community related to several emergency conditions such as security and health.

b. Concept of public service

Etymologically, the large dictionary Indonesian says service is "the effort to serve others". Service has a meaning that serves the people served. If serving, then it is actually providing service / service in a professional and proportionate manner. The form and manner of service is also part of the inseparable meaning of the service itself. Service means serving earnestly to the person served to meet his needs and interests in order to provide satisfaction and usefulness.

Service is "any activity that is profitable in a group or entity, and offers satisfaction even if the results are not tied to a physical product. Furthermore, Sampara argues, service is an activity that occurs in direct interaction between one person and others or machines physically, and provides customer satisfaction" While the term public comes from the English meaning general, society, state.

Public service is a state administrative activity in meeting the needs and interests of the public. Public service becomes a system built in government to meet the interests of the people. Public service is the provision of services provided to citizens in a good and professional manner either services, goods or administrative as part of the needs of the community. Good public service provides satisfaction to the community for this service. In the delivery of services, it is the duty and responsibility of the government to provide them professionally, accountably and optimally. Optimal service is the hope of all communities to create a better quality of service.

III.   RESEARCH METHODS

This research is a qualitative descriptive study to uncover phenomena that occur in the location of the study, examine them in depth and analyze the results qualitatively so that conclusions can be drawn to the focus of the research studied. To collect data, interviews and observations of informants consisting of lamahu village officials and government, communities and related agencies, and secondary data derived from research results, documents and related literature. The data obtained is analyzed using the Miles and Huberman Interactive model, which is an analysis conducted in the form of three components, namely data reduction, data presentation and verification / withdrawal of conclusions.

IV.   RESULT AND DISCUSSION

Public services carried out by the village government determine the satisfaction of the community towards the service of the village government. One aspect that needs to be considered in improving public services is the efforts to develop digital villages. The development of digital villages is one of the very interesting phenomena to do in-depth research.

4.1 Development of Digital Village in improving public services in Lahahu Village

a. Implementation of the system of government services with *E-Government*

Advances in information technology and communication systems in human life activities are also experiencing changes that also have an impact on public services. Likewise, public services carried out by the government give birth to fast, accurate and transparent public services. A number of innovations in improving public services in the village contribute to the achievement of the level of community welfare. The implementation of the system of government services with E-Government both centered up to the village level has brought changes in the service system provided to the community. Along with the development of information technology which at this time has developed rapidly in various sectors, it has an impact on better support for access and processing of information to public services. In this regard, government has a role in generating policies and actions in each sector by utilizing information technology in supporting the performance of

public services (e-Government). To build efficient, transparent, accountable, and effective public services, the role of E-Government is essential to building good governance.

The village as a unit of legal society that has territorial boundaries and is authorized to regulate government affairs is inseparable from the provision of services (Nursetiawan, I, 2020). The implementation of village government by utilizing information technology makes e-Village Government can be a vehicle for village government accountability for the implementation of government, so that it will create an independent, transparent and accountable government. E-Government in village government is not only a matter of a village's website, but is an integrated system by information technology so as to make the village government more efficient and transparent as mandated by the Village Law.

b. Community services on android-based health and security aspects

The development of digital villages in Lamahu is characterized by the implementation of the Panic Button System using android. This system provides services to the community from health and safety aspects. The development of digital villages aims to make it easier for people to obtain services. People just by pressing the panic button will be integrated with both health and security service systems.

c. Empowering the community by utilizing information technology

Since the existence of regional autonomy, local governments have the task of developing regional potential as much as possible. Empowerment of rural communities is the key to the success of development in the area. The village is empowered to be able to manage the potential of the village as much as possible. The effort was realized in Law No. 6 of 2014 concerning villages as a form of seriousness of the government empowering people in the village. The Government Program mentions that community empowerment is a way to alleviate poverty.

Community empowerment efforts are now starting to be done by utilizing information technology. The development of digital villages with the provision of information technology is carried out to maximize the development of the potential owned by the village. Lamahu Village as a digital village has made efforts to empower this community by providing access to information technology for the entire community.

4.2 Determinants that determine success in the development of digital villages.

a. Level of community education

The development of the digital village can be influenced at least by several factors such as the level of community education. If their education is better, it will have an impact on improving people's ability to access and implement application systems used in the development of digital villages in Lamahu. Therefore, efforts to improve the

knowledge and skills of the community and all the apparatus in Lamahu Village are very necessary to be done.

b. Availability of access to information technology

The availability of access to information technology is one of the conditions in the development of digital villages. In Lamahu Village this is managed through the Cetre Command system which is an internet network control center and digital system developed since 2017. The availability of access to information technology aims to provide convenience for the community in obtaining public service systems.

The concept of digital villages is an effort to implement government service systems, community services, and community empowerment based on the use of information technology. This is characterized by the provision of internet networks, wifi, CCTV and other devices that can help the public in getting the best public services.

b. There is support and commitment from the government.

The management of information technology systems conducted through the Command Centre in Lamahu Village requires support and commitment from the government. The development of Lamahu digital village has been carried out since 2017 with CSR funds of PT Telkomsel and NGO Elnino Center. Funds are used to build facilities and networks and devices needed to support the operation of the Command Centre in Lamahu Village. The existence of this fund is felt to be lacking so that the village government through the Lamahu Village Fund Budget has allocated a number of funds to finance operational activities and maintenance of the Command Centre system and its devices.

The commitment and support of the village government is one of the factors that determine the success in the development of digital villages in Lamahu. The village government showed serious commitment and attitude in developing digital villages. In a policy commitment or attitude of the implementer becomes one of the factors that determine its success (Edward III). This commitment must be accompanied by financial support for operational activities and maintenance of the Command Centre system and all its devices so that the development of digital villages is more optimal.

V. CONCLUSION

Public services carried out by the village government determine the satisfaction of the community towards the service of the village government. One aspect that needs to be considered in improving public services is the efforts to develop digital villages. A number of innovations in improving public services in the village contribute to the achievement of the level of community welfare. One model of public service carried out by the government is service with the E-Government system. The implementation of android-based public services to public health and safety issues is needed in improving the delivery of services and community satisfaction. This condition can be improved by

optimizing the use of android and panic button systems so that public services received by the community are better.

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