Effectiveness of Service in Realizing E-Government Pangke Village Office West Meral District Karimun Regency

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Abstract

This research was motivated by the ineffectiveness of services at the Pangke Village Office of West Meral District of Karimun Regency. Lack of Human Resources (HR) and lack of skills make service activities slow. So that the community as a recipient of the service feels dissatisfied and the community wants an easy, fast and cost-effective service. This research aims to find out how effective Pangke village office services are and what are the obstacles in the application of service effectiveness. The data was collected using field observations, unstructured interviews, and questionnaires. The data analysis used in this study is a qualitative data analysis method. This research uses theories developed by Siagian regarding time factors, accuracy factors and service-giving style factors. The results of research on the Effectiveness of Services in Realizing E-Government Pangke Village Office of West Meral District karimun can be said to be "Quite Good". The constraints in the effectiveness of services in realizing E-Government Pangke Village Office of West Meral District of Karimun Regency are due to the lack of supporting facilities and infrastructure in the running of services. Then the lack of human resources, human resources that are less reliable, less creative, less skilled and less insightful in the provision of services to the community.

Keywords: *Effectiveness; Service; E-Government*

Introduction

Along with the development of the times and the increasingly modern human life, today the government gets a lot of public attention, especially in terms of services that demand the state apparatus as public servants provide the best service towards good governance, while the Indonesian people themselves are increasingly critical in wanting maximum service from the government. Therefore, the substance of administration plays a role in regulating and directing all service organization activities in achieving goals. About the tasks that must be carried out, the provision of services by the government itself must be focused on meeting the needs of the community, both in quality and quantity. In the implementation of public services itself, the government apparatus is very responsible for providing the best service to the community as a form of the creation of community welfare. Together with the rapid development of information technology accelerated by the presence of the internet has encouraged various areas of life to utilize this technology as optimally as possible. The use of the internet in aspects of government encourages the realization of E-Government, which is expected to bring benefits in

empowering people through increasing access to information, improving government services to their communities and improving more efficient and transparent governance management. The development of E-Government is an effort to develop electronic-based governance in improving the quality of public services effectively and efficiently (Presidential Instruction No. 3/2003 on National Policies and Strategies).

The application of technology, especially information systems, will help the apparatus in doing its work by reducing its limitations. The use of computer-based information systems is expected to also improve employee performance. Together with the Vision of Pangke Village Office of West Meral District of Karimun Regency, namely "Building Information-Based Village Communication Technology and Independent Based on Iman and Taqwa.", which increasingly urges the community to immediately realize technology-based services to facilitate the expected service process. But in reality, the Pangke Village Office still has difficulty in the process of providing information and services to the community, ranging from information on the requirements that must be equipped with examples in the creation of Identity Card (KTP), Family Card (KK), birth certificate, death, business license, information not able, to the cover letter. People should take their time, energy and expenses to come and ask directly what is a condition in making the letter they need. In addition, the community is very difficult to get information related to the needs that have been completed, for example in the creation of ID cards that have been printed, Pangke village operators provide information to the local Rukun Tetangga (RT) through social media (WhatsApp) or meet in person that the ID card is finished and ready to be shared with the relevant community. This makes the community wait because there are some RT who do not use android so the opportunity of the Pangke Village Operator to provide the ID card is rather difficult. In the service process, some problems have a big impact on the community.

The service process in question is the interest of the community that is not prioritized by service staff. Often community requests related to the required correspondence are not immediately made. The service provided seemed long-winded and uncertain. So that makes the community saturated and returned home. Urgent interests make the community have to go back and forth from home to Pangke village office to ask whether their correspondence application has been completed or not. This makes people feel upset because they have to spend time and energy. Lack of manpower makes the service process ineffective. There is often negligence in taking care of the interests of the community. That way people don't get what they need quickly. Then the indiscipline of staff in working hours makes the community wait to take care of the interests they want. His indiscipline in the opening of the service especially after lunch makes the community feel irritated and angry because it is not on time in providing service.

People want convenience in the service process. Services that do not require a direct presence, do not require energy and for a long time is the hope of today's society. Easy, fast and clear service is very helpful in the welfare of the community. Based on the description of the background of the problem, it can be drawn to the problem identified is the ineffectiveness of services in the Village Office of Pangke West Meral District of Karimun Regency and the lack of Human Resources (HR) in the implementation of services. The issues studied in this study focus on the Effectiveness of Services in Realizing E-government Pangke Village Office west Meral District Karimun Regency. The goal to be achieved in this research is to find out how the Effectiveness of Services in Realizing E-Government Pangke Village Office of West Meral District of Karimun Regency and to find out what are the obstacles in the application of Service Effectiveness in Realizing E-Government Pangke Village Office of West Meral District karimun regency.

Literature Reviews

Effectiveness

The effectiveness of work means an emphasis on the time it takes to complete a job, where the sooner the work is completed properly under the stipulated provisions, the better the effectiveness of the work achieved. Conversely, if the longer the work is completed, the further the work is from its effectiveness.

The definition of effectiveness is the level of achievement of the organization in the short and long term. Effectiveness is a standard of assessment to describe the success rate of an organization in achieving previously set goals. Four factors affect the effectiveness of work, as stated by Richard M. Steers in Azlin (2013):

1. Organizational Characteristics

    Organizational characteristics consist of organizational structures and technologies that can affect certain facets of effectiveness in a variety of ways. What is meant by structure is a relatively precise relationship of its nature, as found in organizations, concerning the composition of human resources structure including how the organization arranges its people in completing the work, while technology is the mechanism of an organization to convert raw input into output.

2. Environmental Characteristics

    The external environment and the inner environment have also been expressed to affect the effectiveness, the success of environmental organizational relationships seems to depend largely on the level of key variables, namely the level of preparedness of the environmental state, the accuracy of perception of the environmental state, the level of organizational rationalism. These three factors influence the accuracy of an organization's response to environmental changes.

3. Worker Characteristics

    Members of the organization are the most important influence factor because their behaviour, in the long run, will facilitate or hinder the achievement of the organization's goals. Workers are resources that are directly related to the management of all resources in the organization, therefore worker behaviour is very influential on the achievement of organizational goals. Workers are the main capital in the organization that will have a big influence on effectiveness because although the technology used is advanced and supported by a good structure, but without workers then all of it is useless.

4. Characteristics of Management Wisdom and Practice

    With the increasing complexity of technological processes and their development in the environment, the role of management in coordinating people and processes for organizational success is increasingly difficult.

The effectiveness of an organization's work depends largely on the effectiveness of the work of the people who work in it. Several criteria can be used to measure the effectiveness of the work of organizations that provide services (Siagian, 2011) among others:

1. Time factor

    The time factor here means the timeliness and time speed of the service provided by the service provider. It's just that the use of size about the exact or not the speed of service provided differs from one person to another. Regardless of such subjective assessments, what is clear is that the time factor can be used as one measure of work effectiveness.

2. Discernment factor

    The accuracy factor can be used as a measure to assess the level of effectiveness of the work of organizations that provide services. The accuracy factor here is the thoroughness factor of the service provider to the customer. Customers will tend to give a not too high value to the waiter, if there are many errors in the service process, even though it is given in a short time.

3. Service style factors

    The style of service delivery is one other measure that can and is usually used in measuring the effectiveness of work. What is meant by the style here is the way and habits of service providers in providing services to customers. It could be that the customer feels not under the customer style provided by the service provider. When talking about something that concerns conformity, actually what is talked about includes things that are inseparable from the social values embraced by the person concerned.

    The effectiveness of work is intended to measure the results of work achieved according to the plan, following wisdom or in other words, can achieve the goal, then it is said to be effective. The value of effectiveness is determined by the achievement of organizational goals and conformity factors in carrying out their tasks or work. So the effectiveness of the work in each organization will vary from organization to organization, depending on the type and nature of the organization concerned.

Service

According to Law No. 25 of 2009, defining public service is all activities or series of activities in the service needs following the laws and regulations for every citizen and resident of goods and services, and or administrative services provided by public service providers.

According to Zeithaml-Parasuraman-Berry in Hardiyansyah (2018) to find out the services felt for real by consumers, there is an indicator of consumer satisfaction measures that lie in the five dimensions of service standards according to what consumers say. The five dimensions are as follows:

1. Tangibles, service standards in the form of office physical facilities, computerized administration, waiting rooms, information places.

2. Reliability, ability and reliability to provide trusting service.

3. Responsive, ability to help and provide services quickly and appropriately, as well as responses to consumer desires.

4. Assurance, ability and friendliness and courtesy of employees in ensuring consumer confidence.

5. Empathy, firm but the attentive attitude of employees towards consumers.

E-Government

The development of E-Government is an effort to develop the implementation of government through the use of electronic media to improve the quality of public services. With the development of E-Government, it is necessary to structure the system and work processes in the government environment through the use of information technology. The utilization of information technology includes 2 (two) activities or activities that are directly related, (Presidential Decree No.3, 2003) namely:

1. Data processing, information management, management systems and electronic work processes.

2. Utilization of information technology advancements so that public services can be accessed easily and cheaply by people throughout the country.

Implementation in the development of E-Government is directed to achieve four main objectives, (Presidential Decree No.3, 2003) namely:

1. The establishment of a network of information and public service transactions that have quality and scope that can satisfy the wider community and can be affordable throughout Indonesia at any time is not limited by time barriers and at an affordable cost by the community.

2. Establishment of interactive relations with the business world to improve the development of the national economy and strengthen the ability to deal with changes and competition in international trade.

3. Establishment of mechanisms and channels of communication with state institutions and provision of public dialogue facilities for the public to participate in the formulation of state policies.

4. Establishment of a transparent and efficient management system and work process and facilitate transactions and services between government agencies and autonomous regional governments.

Based on the nature of information transactions and public services provided by the government, the development of E-Government is carried out through 4 (four) levels as follows (Presidential Decree No.3, 2003):

1. Level 1 Preparation which includes: Creation of information sites in each institution; HR Setup, Easy access facilities setup such as providing Internet Café, SME-Center; Socialization of information sites both for internal and for the public.

2. Level 2 Maturation which includes: Creation of interactive public information sites; The creation of a connecting interface with other institutions.

3. Level 3 Stabilization which includes: Creation of public service transaction sites; Interoperability of applications and data with other institutions.

4. Level 4 Utilization which includes: Creation of applications for services of an integrated G2G, G2B and G2C nature.

The concept of E-Government is applied with the aim that government relations both with its people and with business people can take place efficiently, effectively and economically. This is necessary given the dynamic movement of society at this time so that the government must be able to adjust its function in the state, so that the public can enjoy its rights and carry out its obligations safely

and comfortably, which can be achieved by revamping the system of government itself, and E-Government is one way. In addition, the purpose of implementing E-Government is to achieve good governance.

Research Methods

The population in the study was 12 workers in the Pangke village office of West Meral District of Karimun Regency and 3479 people in Pangke Village of West Meral District of Karimun Regency. This study uses non-probability sampling techniques, which are sampling that does not provide the same opportunity or opportunity for each element or member of the population to be selected into a sample. In the Covid-19 Pandemic as it now makes us have to keep our distance and have to reduce activities outside the home, within the limitations of researchers, researchers determined the sample in this study was as many as 22 people with details, namely the Head of Service Section 1 person, Head of Welfare Section 1 person, community 22 people.

Then to strengthen this research researchers added an informant that is someone who the researcher assumes that someone or something has or knows the information needed in this research, then the informant in this research is the Village Secretary, Village Companion, Head of Service Section and some communities who often get services at Pangke Village Office of West Meral District karimun regency. Data collection techniques include unstructured interviews, non-participant observations, and questionnaires. Data analysis techniques use a model from Miles and Huberman, which divides the steps into data analysis activities with several parts, namely data collection, data reduction, presentation of data (data display), and withdrawal of conclusions or verification (conclusions).

Results and Discussion

The effectiveness of service plays an important role in an organization because the effectiveness or absence of service depends on the satisfaction of the community as a service recipient. An officer who provides services will get results (output) to communities in need. The process of service is very influential with the effectiveness of a service, sooner or later the results are given to the community is very related to how the officer responds and completes the task. The demand to get easy, fast and light service costs are expected in today's society. This must be taken seriously because basically, effective service is an obligation for every organization. As for the results of research on the Effectiveness of Services in Realizing E-Government Pangke Village Office of West Meral District Karimun Regency reviewed from the first dimension, namely:

1) Time Factor

The time factor is often the reason for the ineffectiveness of a service. The time factor here is the timeliness and speed of service time provided by the service provider. Fast or not the service provided is very influential in the effectiveness of servants in an organization. The sooner the service provided will have the good impact on the organization. To find out about the time factor that is part of the Effectiveness of Services in Realizing E-Government Pangke Village Office West Meral District Karimun based on the statement on the questionnaire (in providing services, the interests of the community are prioritized so as not to waste time) it is known that the respondent's response is the most 11 (eleven) people or 45.5% where the majority of respondents say "not good" if in providing services, People's interests are highly prioritized so as not to waste time. Based on an interview with Mr Reval as a Companion of Pangke Village, he also said:

"I was a village companion in Pangke village often see people who wait a long time to take care of needs. The staff who sometimes arrive late also cause the service to be slow. Staff who do not directly intervene to take care of the needs of the community also often I see, staff are more concerned with personal affairs than community affairs."

Community response about the time factor that is part of the Effectiveness of Services in Realizing E-Government Pangke Village Office west Meral District Karimun based on the statement on the questionnaire (service will be more effective if using e-government) can be known that the respondent response of the most respondents is 19 (Nineteen) people or 86.4% which is where the majority of respondents said "very good" that the service will be more effective if using e-government. Likewise, presented by Mr Hakiki as the Village Secretary, he said:

"I was secretary of Pangke Village greatly appreciate if the service is done with e-government. I hope that especially in a pandemic commission like this, people can still take care of their needs without having to come to the office, you can our officers who deliver to the house."

2) The Discernment Factor

The accuracy factor plays an important role in the effectiveness of an organization. The accuracy referred to here is thoroughness and prudence in providing services. If the result (output) is not under the needs, then there will be an error that results in the distribution of time. A staff who provides services to the needs of the community must be careful about what will be given. That way the results are provided under expectations and the community get good and fast service. The community as a recipient of the service will tend to provide a not too high value to the service provider, if there are many errors in the service process, even though it is given in a short time.

To find out about the discernment factors that are part of the Effectiveness of Services in Realizing E-Government Pangke Village Office of West Meral District Karimun Based on the statement on the questionnaire (officers are very careful in providing services needed by the community so that there are no unwanted mistakes) it can be known that the respondent's response is the most 15 (fifteen) people or 68.2% where the majority of respondents say "Good Enough" if the officer is very careful in providing the services needed by the community so that no unwanted mistakes occur. Based on an interview with the Head of the Ministry Section, he said:

"At Pangke village office, especially my ministry as the head of the ministry section emphasizes to the staff to always be careful in providing services, but sometimes staff also make mistakes such as incorrect typing, the necessary data suddenly lost and others so they have to repeat to get the desired results".

Community response about the accuracy factor that is part of the Effectiveness of Services in Realizing E-Government Pangke Village Office west Meral District Karimun based on the statement on the questionnaire (there is no error in the results of the service needed by the community (correspondence).) it can be known that the respondent's response is the most 12 (twelve) people or 54.5% where the majority of respondents said "not good" that there was no mistake. the results of the services needed by the community (correspondence). This is based on an interview with Mrs Nunung as a community recipient of the ministry, he said:

"I often take care of correspondence at Pangke village office, but often there are also errors in the results of the service. Like yesterday when I took care of the Building Earth Tax (UN) I came all the way but when I got there even the letter I needed was not there and had to take

care of it again from the beginning. I was told to go to the DISPENDA to check the letter I needed. Therefore, I am very upset by the inaccuracy of the service staff at the Pangke Village Office."

3)　Service Style Factors

The service style factor is one of the ways used to measure the effectiveness of service. What is meant by the style here is the way and habits of service providers in providing services to the community. The style of service is very influential on the satisfaction of the community. The style, attitude, treatment and karmic system are closely related to the effectiveness or absence of an organization. The style of service delivery is the first factor in the service process, so how the community is given the first service will begin with how the service provider provides services to the community. If the style of service delivery is not under the expected then the community will judge that the service to the organization is not going well.

To find out about the service style factors that are part of the Effectiveness of Services in Realizing E-Government Pangke Village Office of West Meral District Karimun Based on statements on questionnaires (during the service process, officers serve the community to the maximum) it can be known that the respondent's response is the most 11 (eleven) people or 50% of which the majority of respondents say "less good" if, during the service process In the event, the officers served the community to the fullest. Based on interviews with Mr Sabri as a community that often gets service, he said:

"In providing services the staff is very unfriendly to the community. They just play on mobile phones and seem indifferent to the people who come. I wanted to take care of the business license, I came in the hope of being well served and my business was quickly completed. But in fact no, I don't care too much about the position I don't know anything about so it causes very bad and slow service."

Community response about the service style factors that are part of the Effectiveness of Services in Realizing E-Government Pangke Village Office of West Meral District Karimun Based on statements on questionnaires (the community is very satisfied with the attitude and treatment of officers during the service process.) can be the response of respondents the most is 15 (fifteen) people or 68.2% where the majority of respondents say "not good" that the community is very satisfied with the attitude and treatment of officers during the service process. This was also conveyed by Mr Ali as support staff, he said:

"In providing services, I as a support staff every day see how the service process takes place, the attitude given by other staff is not appreciated by the community, because the community sometimes protests with such discomfort. It is seen from the attitude of people who are not satisfied with the service provided."

The implementation of service tasks in the organizational structure does not always go well as we expect, sometimes in the implementation of staff experiencing obstacles that hinder the initial purpose of the service. Based on an interview with Mr Hakiki as the Village Secretary he said:

"I strongly agree if the service is done with e-government, but because of limited funds, limited human resources, so it cannot complete the terms of service realization with e-government. In Pangke Village itself until now can not be reached for internet installation (WIFI), the point for the installation of poles has not been able to. Then limited human resources and lack of insight, expertise and creativity are also some of the obstacles in realizing services with this e-government. Human resources who are less skilled in operating

computers or online service systems are also an obstacle in realizing services with e-government."

Then based on an interview with Mr Reval as a Companion of Pangke Village he said:

"At the Pangke Village Office, especially in the service section, it can be said that it is still very far from expectations. Because the service is still with a manual system and should in this day and age the service has been done online based. That way people do not need to bother anymore to come and take care of correspondence in the office. But because of the unscannable human resources and limited facilities, making inevitably the service is still done manually."

Then the results of the interview with the Head of The Ministry Section of Pangke Village Office he said:

"I was the Head of The Ministry Section want easy and fast service. But because several factors make this desire unable to realize. This is evidenced by the lack of internet network for access, and limited human resources make the service not maximal."

Then the results of an interview with one of the people of Pangke Village he said:

"I was a community who often deal in Pangke village offices also always get services, for now, I think the service is still very far from expected. The lack of number of seats to queue for makes people less comfortable. Uncertain sources of service information make us as service recipients confused by unclear information. For example, in the creation of a business license, the requirements in the making of the letter are not publicly informed. Examples with banners or applications that can be accessed so that there is no need to come to the office just to ask what are the requirements for the creation of the desired letter. I represent other communities who want good service, easy, frugal and fast."

Based on the results of the above interview, it can be said that the constraints in the application of service effectiveness in, realizing e-government Pangke Village Office of West Meral District of Karimun Regency are as follows:

1.   Facilities and Infrastructure

One of the constraints of service procedures is facilities and infrastructure. The existence of various types of service facilities and functions can help serve the community more effectively. Therefore, facilities and infrastructure can be said to be supported because they can help service workers, and vice versa, if the facilities and facilities are inadequate, it can hamper service procedures. At the Pangke village office, the facility can be said not to be qualified for the realization of effective services. There are still shortcomings such as internet access (WIFI) which is very important for the continuity of the service process with e-government. Then the lack of an adequate number of computers is also an obstacle in the application of service effectiveness.

2.   Human Resources

In the service process, it is needed that the number of human resources is sufficient, has quality, and is also reliable. Human resources with good quality will have an impact on the service process so that effective service can be created as expected. Vice versa, if human resources are limited, not skinned then it has a bad impact on service. At the Pangke village office, human resources, especially in the

service section is still limited in number then very minimal insight and far from reliable. These shortcomings make the service process ineffective. Limited HR makes the work slow.

Conclusion

The overall Effectiveness of Service In Realizing E-Government reviewed from 3 dimensions, namely, the time factor with a score of 166 (good), the accuracy factor with a score of 121 (quite good) and the service style factor with a score of 109 (good enough) can then be concluded that of the three dimensions it has a score of 132 can be said "Good Enough", it is evidenced by the still not maximal effectiveness of service by meeting the size of the time factor, the carefulness factor and the style factor of service delivery. The constraints in the application of service effectiveness in realizing e-government Pangke Village Office of West Meral District karimun are as follows:

a.   Facilities and infrastructure

Facilities and infrastructure that is one of the support for the running of a public service process well. At the Pangke Village Office, the facilities and infrastructure in performing services still cannot be said to be good, this is indicated by the lack of internet access that makes the service has not been effective.

b.   Human Resources

In providing maximum service to the community is needed staff or officers who have the quality of reliable human resources, but because the workforce in Pangke Village Office is almost all only educated high school (SMA) then the knowledge, expertise and ability are very limited. This is shown by uncreative human resources in utilizing social media as one way to be accessible to the community, human resources are less innovative in creating ideas such as creating Pangke village office websites that can be accessed by the community. Then the number of human resources is inadequate so that there is often negligence in providing services to the community. Quality human resources will create good service. Vice versa, if HR does not support the service process then the possibility of results obtained will not be maximal as expected.

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