Intranet and village community: optimization of public service based on electronic government at the local level

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Intranet and village community: optimization of public service based on electronic government at the local level

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Abstract. The demand for good governance is directed towards the realization of efficiency, effectiveness, and clean government. The move is demonstrated through national and regional levels to develop and implement electronic government concepts. Through the development of electronic government is done structuring management systems and work processes in the government environment by optimizing the utilization of information technology. One of the real forms of electronic government (e-Gov) implementation at the local level is the Intranet Sub-District program in Sukodono Sub-District, Sidoarjo. Intranet Sub-District is an innovation whose purpose is to realize the availability of information on the utilization of management, distribution, and storage of official scripts, and also the optimal delivery of information and communication in the implementation of guidance and supervision of local administration. The type of this paper is descriptive with a qualitative approach and focus on the implementation of the Intranet District Program in Sukodono District, Sidoarjo. The findings of the study are the limited number of human resources who have mastered ICT, the uneven network, the adequacy of institutional needs and the existence of budget support from the authorized institution and the information system has not accommodated all the service needs.

1. Introduction
Referring to the functions and duties of the local government obligations as mandated in the legislation as well as the development of the ICT for local government, especially the internet, then build a system of village especially the electronic government is a strategic step for the realization of the well-being of the community through a system of organization of the local government managed efficiently and transparently[1]. The important points and should be understood by the local government that electronic government is not just limited to websites within a district, sub-district or village, but electronic government is a system integrated by information technology, and one of its implementation is the website of local government[2]. Village development through information systems and electronic government concept become a major consideration for the Organization of the public sector (Government village) as a form of the provision of services that facilitate the community. Information and communication technology (ICT) became part of a cluster of government services of the maker and the greater its influence on organizations as well as professionals who work in it[3]. In line with this, the Government realizes that in order to realize effective and efficient Government, the
Government will need to do the steps of change, one of which is by utilizing the sophistication of technology and information. This is in accordance with what is written in the official website of the Ministry of communication and information as follows: "The Ministry of communications and informatics (Kemkominfo) states, internet users in Indonesia to date has reached 82 million people. By the close, Indonesia ranks 8th in the world[4]."

The Government has also issued a presidential instruction No. 3 The year 2003 regarding policy and a national strategy for the development of electronic government, which requires the Government at the central level as well as at the regional level to develop and apply the concept of electronic government. Since the existence of presidential instruction those many government agencies who began to apply the concept of electronic government by at least having the official website which is accessible to the people[5]. Through this website at least the Government has provided and provides information that can be accessed by the people at any time. In addition, many events and awards for good governance and innovative are also widely held. One of them is ICT Pura that was held by the Ministry of Communications and Informatics. One of the areas that get the ICT Temple in the year 2012 is a District of Sidoarjo. As reported in the following online media: ":As many as 30 counties and cities awarded ICT Pura from the Ministry of communication and information because the applications were judged successful in information and communication technology (ICT). For the young, there are also 9 regions. Each city of Bekasi, Depok, Jepara, Sidoarjo Regency, Kuantan Sengingi, East Bolaang Mongondow Regency, Tangerang Selatan, Solok and North Halmahera Regency".

From the news we can know that Sidoarjo Regency is one of the areas that apply the concept of electronic government, this is evidenced by the presence of the official website of Government of Sidoarjo that therein lies the other official site as the domain of the service ministries, agencies to website 18 subdistrict of Sidoarjo Regency. The application of electronic government is not only carried out by the Government at the county level in the Government but in the Sidoarjo also apply it to one of them is Subdistrict Sukodono.

Sukodono subdistrict is one of the subdistricts of the 18 existing in the subdistrict of Sidoarjo. There are several obstacles faced Sub Sukodono regarding administration, acknowledged this as Mr. Eri Sudewo as Subdistrict Secretary Sukodono as follows: "We have 19 village, if we want to distribute letters then we need people, effort, time, and cost that much. In the meantime we have the limitations of human resources, budget and limited functionality. Because the tasks and functions of the Sub District in the exercise of the authority are very common and extensive. " (Interview 18 January 2016).

2. Methods
This type of research is descriptive with a qualitative approach with a focus on the implementation of the Intranet District Program in Sukodono District, Sidoarjo. The analysis in this study uses the theory of the eight successful elements of electronic government project management by indrajit (2002), which includes political environment, leadership, planning, stakeholder, transparency, budget, technology, and innovation. The findings of the study are the limited number of human resources who have mastered ICT, the uneven network, the adequacy of institutional needs and the existence of budget support from the authorized institution and the information system has not accommodated all the service needs.

3. Discussion
Along with the advancement of technology, as well as the development of an ever increasing human needs against IT and the number of communities that are increasingly active in doing access service sector, demands the Government develop a system service by Government to the community-based electronic government which contained a variety of innovations.

The main objective of electronic government can be described as: “To promote citizen participation through the use of the Internet, eliminating traditional barriers such as geographic distance and time”
[6]. And it is also in charge of generating a new way for government and citizens to interact. “E-governance deals with changing the manner by which governments interact democratically with citizens[7]”.

Determining the situation of a municipal electronic government system, through a model based upon successful cases and administration of Information Technologies norms as a support and implementation orderliness tool, could generate standardization and interoperability (understood as “the ability of information and communication technology (ICT) systems and of the business processes they support to exchange data and to enable the sharing of information and knowledge between government offices, as well as guaranteeing the security of the information handled, avoiding discretionary eligibility on infrastructure and on the personnel with the required capacities to operate each element of the system[7].

Many developing countries are in the initial stages of implementing electronic government with the aim to improve public sector services and deliver them in an effective and efficient manner. Although electronic government efforts in most Gulf countries started during the early 2000s there are still some lapses in reaching the required stages compared to western countries (Al-Busaid and Weerakkody, 2011). Huge investments have been made by the respective governments for the development, implementation and maintenance of the electronic government portals[6].

This paper describes how the creativity or the ability of members to manage and resolve the problem, in this case it is the apparatus districts and villages in the implementation of Intranet Sub. Application of Intranet Sub uses the wireless network or Local Area Network (LAN) with a total of 18 Megabytes Per Second (Mbps) which is distributed to the 19 villages with Sub-District Office as its server. The closest distance is Suruh Village ± 0.5 Kilometres and the farthest distance is Suko village approximately 7 kilometres. Here is a picture of a model of the connection between the districts and villages as seen on figure 1.

3.1 Voip X-Lite
Chat application used on the intranet sub-district is Voip (discussions through the intranet) that is installed on the server and client using freePBX's X-lite with the display as follows on figure 2.
Through this application sub-district apparatus or village apparatus can use call by pressing a number extensions which are already regulated. There are number extensions ranging from head, Secretary, to number of each village.

3.2 *ComAgent dan Worldclient Mdaemon*

Is an application used for chat and mailing. Application of *comAgent* is a notify mail to webmail *wordclient*, so there is no need to have to login to view your e-mail inbox. This application is used as a means of correspondence or chat with the village or subdistrict party instead. Following on figure 3 is the display of *comAgent* applications.

There is a feature for chat at the top of the look which account online and offline and features to monitor mail on the bottom, if there is incoming mail so it can be viewed through the application and open it through your web browser.
Furthermore, to read the incoming mail or send mail, we have to open a web browser by entering the address: 192.168.1.111, and after that will go into the worldclient homepage and login with the username and password that has been setup on the user account. Following is the display of the worldclient webmail after login, as seen on figure 4.

![Worldclient Webmail Overview](image)

**Figure 4. Worldclient Webmail Overview**

Through this user's worldclient webmail can carry out his work without the limited time and space. Prior to the Head there are rarely in the Office but should perform disposition against various letters.

### 3.3 HFS File Sharing

HFS (HTTP File Server) is a special program for file sharing between computers that utilize the HTTP path. This application is used to share data such as regulations, the results of the evaluation of APBDes, any other information required by the village and information to the community. Village party can download/download via this application, and files uploaded by other districts. For open file sharing, first we need to open a web browser and then enter the address: 192.168.1.111 5000. After entering the address user can access what it needs. Following is the display of the HFS file sharing as seen on figure 5.

![The Look Of HFS File-Sharing](image)

**Figure 5. The Look Of HFS File-Sharing**
3.4 IP Camera
This application is used to monitor service in the village. In each service room in the village has
installed a camera that is connected directly to the computer Head Sukodono. This application using
D-viewcam. With display monitor as seen on figure 6.

![Figure 6. Display Of IP Camera](image)

The existence of direct monitoring by this sub leader indirectly can improve services in the Office
of the village, and can increase the performance of the apparatus of the village.

3.5 Research Synthesis : Implementation Of Intranet Sub-District Sukodono Sidoarjo Indonesia
Application of Intranet Sub District Sukodono Sidoarjo is a first innovation in Sidoarjo and it gets the
award on 2015 in the East Java Public Service Competition. The background of the birth of the project
was seen from the problems that exist in administrative correspondence by Subdistrict Sukdono and
the 19 village shaded. This project aims to improve the Administrative Service Office in Sukodono,
from manual systems to auto electronic systems toward good, effective and efficient Government.

In this section the author will try to explain and describe the implementation of intranet sub-
district Sukodono Sidoarjo by using the theory of the eight elements of electronic government project
management success by Indrajit (2002), in this theory there are eight elements are used to describe the
results of the study as follows:

| Table 1. | Eight elements of electronic government project management success by Indrajit at Sukodono sub-district |
|----------|---------------------------------------------------------------------------------------------------|
| Political Environment | Implementation of intranet sub-district in Sukodono sub-district included in Bottom Up Project type (BUP) |
| | The sub-district head and the sub-district secretary are the important elements because they are top leaders and project leaders who have initiatives to make an innovations |
| Leadership | Good enough, evidenced by the formation of intranet team managed by the head of sub-district sukodono and coordinated by the Secretary of sub-district sukodono. |
| | Commitment is also seen from the responsibilities of the sub-district head who directly monitor the work of staff both at the sub-district and at the village level. |
Planning - Planning is in accordance with the initial design and has been realized both in sukodono district office, as well as in 19 villages built.
- The planning of this project involves three factors: sub-districts, villages and third parties (Information and technology experts).

Stakholders - All stakeholders fully support the implementation of the intranet sub-district project. They perform their roles and responsibilities well.

Transperency/Visibility - Transparency is demonstrated by coordination meeting activities openly.

Budgets - Sourced from the sub-district budget and the village's revenue and expenditure budget (APBDes)

Technology - Operating system windows 7 and Linux

Innovation - Development of online administrative services to the community.

4. Conclusion

One of the innovations that provide to the public is the utilization of ICT to create excellent service and quality. The utilization of ICT in governance is often known to us by the term Electronic Government. The implementation of an intranet-based government is one of many innovations in electronic government. In this paper, the author tries to explore how the implementation of intranet-based governance in the sub-district of Sukodono.

From the results in the field, there are three elements that are still not perfect. these three elements are transparency, technology, and innovation. In terms of transparency, the application of intranet in the sub-district of Sukodono has not shown the transparent side in its application. This is indicated by just making coordination meetings as a form of transparency in the implementation of activities. For technological elements, the use of computer software especially in the category of operating systems is limited to old software / operating system (windows 7 and linux). While for innovation elements, it is not clear yet that new innovations are being developed related to the implementation of intranet based on local government.

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