Information and Communication Technology Hassles within Village-owned Enterprises of Bontomanai Gowa

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Abstract. As information and communication technologies have lured all over the country, it is unavoidable used by the Village-owned Enterprise (BUMDES) of Bontomanai, Gowa Regency amid programs to increase citizen participation. Therefore, the development of the ICT on the enterprise has to deal with citizen acceptances for the sake of the economic purpose. This research is based on a new perspective to increase public community participation as well as the management of village-owned enterprises to deal with information and communication technology developments. It is also a form to support e-Government programs of the Gowa Regency Government. The results show that the management of BUMDES supported by information technology system had significantly increased the public participation. It is also found that the management of BUMDES is able to improve the welfare of the community.

Keywords: Village of Bontomanai Gowa, Public Participation; Village-Owned Enterprises; Information and Communication Technology; community participation

1. Introduction

Definition of public service according to [1], [2] defines public service as activities carried out to provide services and facilities for the community to uphold the requirements of efficiency, effectiveness, and savings. Meanwhile, as stated [3]–[5] argues that public service is an activity carried out to provide services and conveniences to society by considering the following aspects: a) Public service related to giving activities service to the Community in accordance with their rights, b) The services provided are vital goods and services, c) The existence of the principles of efficiency, effectiveness and savings in providing services to Public [5]–[8].

The public service paradigm is developing with a management-oriented focus customer satisfaction (customer-driven government) [9]–[11], it is in line with development of state administration in order to Realize excellent service and quality. Public service principles are used as an effort to improve internal quality provision of services to the public sector included in this is the basis e-
government development. Principles these are the principles of accessibility, continuity, technicality, profitability, and accountability [12], [13].

Types of public services according [14], [15] among them are government services, development services, utility services, clothing, food and shelter services, community service. In the implementation, providing services by government to society can be done through several patterns. Inside patterns providing public services is also described them namely technical service patterns functional, one-door service pattern, pattern one-stop service, centralized service pattern, and electronic service patterns.

Utilization of information technology in government is generally used for processing data, including processes, obtaining, compiling, store, and manipulate data inside various ways to generate information quality, accurate, on time, and can accounted for who is used for the sake of public interest that can be utilized in decision making [16]–[18]. The role of the media Internet is an entity from a form of technology information that allows the government to order interact directly with society without being constrained by space and time.

E-government is an effort to apply government services through computer-based information systems. The government is committed to utilizing existing information technology to build an e-government information system [19]. With an information system, it will greatly assist the community and government in conducting data searches so that they can improve existing services and empowerment. With this system, data can be searched quickly so that time, costs and errors may be minimized. Information services are becoming faster, more precise, and accurate, and can be accessed anytime and anywhere without having to meet face to face [20].

2. Method

This research is a quantitative research with an associative objective, namely to explain the causal relationship of the variable use of information technology and communication (X) to community participation in the management of BUMDES (Y) in Bonto Sunggumanai Village, Pattallassang District. To measure the variables in this study, a Likert scale questionnaire was used which was filled in by the respondent according to the variable indicator. According to [21], the Likert scale is used to measure the attitudes, opinions and perceptions of a person or group of people regarding social phenomena. Furthermore, to measure the use of information technology and communication (X), a score calculation is used with criteria for measures as suggested by [22], that 81% - 100% is categorized as very good, 61% - 80% is categorized as good, 41% - 60% is categorized Fairly good, 21% - 40% was categorized as poor, and less than 20% was categorized as not good. As for the community participation in the management of BUMDES (Y), the measurement score for this variable is formulated to be: 81% - 100% categorized as very high, 61% - 80% categorized as high, 41% - 60% categorized as high enough, 21% - 40% categorized low and less than 20% is categorized as very low.

Bonto Sunggumanai village community, amounting to 2860 people. From the size of the population, a sample of 200 people was drawn, with a significance level of 5%. The sampling technique was carried out by simple random sampling. The data collection technique used was observation, interview, questionnaire, and documentation. The data analysis technique used in the research as a step to answer the problems being studied as well as to test the hypothesis is descriptive statistical analysis and inferential statistics.

3. Result and Discussion

Descriptive analysis is intended to determine the causal relationship of the variable use of information technology and communication (X) to community participation in the management of BUMDES (Y) in Bonto Sunggumanai Village, Pattallassang District. The data presented in this study are data obtained as a result of a score from a research questionnaire related to use of information technology and communication variables. In the use of information technology and communication variables, there are four indicators, namely Infrastructure Factor, Human Resource Factors, Policy Factors, and Financial Factors. For more details, see table 1.
Table 1. Overview of Research Results of X Variables

| Indicator          | n    | N    | %   | Category |
|--------------------|------|------|-----|----------|
| Infrastructure Factor | 3650 | 4000 | 60  | High     |
| Human Resource Factors | 3715 | 4000 | 75  | High     |
| Policy Factors     | 3645 | 4000 | 74  | High     |
| Financial Factors  | 3660 | 4000 | 74  | High     |
| Total              | 14570| 16000| 71  | High     |

Source: Data Analysis Results

The results of processing the respondents’ answers obtained show that the answers about the high influence of infrastructure factors, human resource factors, and policy factors reached 71%. These results indicate that the use of information technology affects the management of Village-Owned Enterprises in Bonto Sunggumanai Village. So the development of information and communication technology is categorized as good.

In the community participation in the management of Village-Owned Enterprises variables, there are five indicators, namely Physiological Aspects, Psychological Aspects, Social environment, Non-social environment, and Approach Factor. For data analysis of variable Y, namely community participation in the management of Village-Owned Enterprises, it can be seen in table 2 below.

Table 2. Overview of Research Results of Y Variables

| Indicator          | n    | N    | %   | Category |
|--------------------|------|------|-----|----------|
| Physiological Aspects | 3916 | 4000 | 73  | High     |
| Psychological Aspects | 3695 | 4000 | 79  | High     |
| Social environment  | 3572 | 4000 | 74  | High     |
| Non-social environment | 3680 | 4000 | 79  |          |
| Approach Factor     | 3447 | 4000 | 83  | High     |
| Total              | 14570| 20000| 78  | High     |

Source: Data Analysis Results

The results of processing the respondents’ answers obtained show that the answers about the high influence of Physiological Aspects, Psychological Aspects, Social environment, Non-social environment, and Approach Factor reached 78%, higher than variable X. These results indicate that the community participation in the management of Village-Owned Enterprises in Bonto Sunggumanai Village. So the development of information and communication technology is categorized as good.

A. Linearity Test

This test aims to determine whether the variables X and Y have a linear relationship. This test is used as a condition in analyzing correlation or linear regression. The variables (X and Y) can be said to have a linear relationship if the significance is less than 0.05. For more details, it can be seen in the table below between the X and Y variables as follows which have been described generated using the SPSS application:
Table 3. Results of Linearity Test Questionnaire Data Processing

| ANOVA Table | Sum of Squares | Df | Mean Square | F     | Sig.  |
|-------------|---------------|----|-------------|-------|-------|
| X* Y        | (Combined)    | 16 | 4,056       | 698   | .793  |
| Linearity   | 1,013         | 1  | 1,013       | 174   | .677  |
| Deviation from Linearity | 63,876 | 15 | 4,258       | 733   | .749  |
| Within Groups | 1056,980     | 182| 5,808       |       |       |
| Total       | 1121,869      | 198|             |       |       |

B. Multiple Regression Test

The multiple regression test is used to predict or estimate how the situation will rise or fall in the dependent variable Y and the independent X, if two or more two dependent variables as predictors are manipulated up and down the value of the variable to make it stable. Can be seen in the table below:

Table 4. Results of Multiple Regression Test

| Model Summary | Model | R   | R Square | Adjusted R Square | Std. Error of the Estimate |
|---------------|-------|------|----------|-------------------|---------------------------|
|               | 1     | .032 | .001     | -.009             | 3,342                     |
| a. Predictors: (Constant), X, Y |

C. Discussion

Based on the results of the statistical test of the two variables, the following is a discussion of the results of the data analysis of the two variables.

1) Use Of Information Technology And Communication

The community and management of Village-Owned Enterprises (BUMDesa) in Bonto Sunggumanai Village have realized that the use of information and communication technology has a high and significant effect on the management of BumDesa. This awareness is one of the factors driving the success of this BUMDesa to win first place in the assessment of BUMDesa in the province of South Sulawesi.

Management of information technology systems in Sunggumanai Village is divided into two:

a) Management of using

Wi-Fi access. BUMDes administrators generally use social media in utilizing information and communication technology. The platforms used are various, including Whatsapp, Facebook, Line, and Instagram. Considering the widespread use of mobile phones, it would be very helpful if BUMDesa Sunggumanai had at least an Android application that
was easily accessible, not only by local residents, but the general public who needed the products offered by this institution.

b) Village computer management.
The division of duties includes various things related to data management - starting with data population, data on potential resources nature, various events in the village, as well as various information on village activities. Sunggumanai Village does not yet have a village website that allows BUMDesa managers to market various village potentials which can have implications for community empowerment and welfare.

2) Community Participation in the Management of Village-Owned Enterprises
With the establishment of BUMDesa Sunggumanai in the village Sunggumanai, Pattallassang District, can be said to be quite carrying differences in the level of welfare of the people of Sunggumanai Village, although not too big and not all people are feel. This greatly affects the condition of the village and also the economy society towards their level of welfare, establishment and management of Village-Owned Enterprises (BUMDesa) is the manifestation of the management of the Village productive economy that is carried out with a spirit of kinship and mutual cooperation. BUMDesa established based on the needs and potential of the Village. This means that the business that will be realized is at dig from the desire and desire to create a progress in in the village community. for this reason it should be. BUMDesa is able to make a significant contribution towards improving community welfare. Communities who participate as managers of BUMDesa are those who have experience in organizations or have been mobilizers or activists, so that they can apply their experiences in managing BUMDesa BSM. There has been no specific community data collection to determine the potential of residents.

4. Conclusions
Based on the results of the test and statistical analysis carried out, it can be concluded that the use of information and communication technology and community participation is quite good in the management of BUMDesa. However, as a BUMDesa that has achieved the best ranking in South Sulawesi, this BUMDesa should be able to take advantage of the various village potentials that exist by using android and web-based applications.

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