IMPLEMENTATION OF E-GOVERNANCE TOWARDS VILLAGE DIGITALIZATION MOVEMENT IN WANAGIRI VILLAGE, SAKETI, PANDEGLANG

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ABSTRACT

Desa Wanagiri is located in the Saketi Subdistrict, Pandeglang Regency. This village is situated 3 km from the subdistrict's capital, Saketi, 23 km from the regency's capital, and 43 km from the provincial capital of Banten. The geographical condition of Wanagiri village provides it with potential worth exploring further. At the forefront of public services at the lowest level of government, good public service is crucial for the success of economic development. However, several issues need to be addressed, such as the need for more skills among village officials, poor office administration management, and insufficient information about the village.

Additionally, public services must keep up with the advancement of information and communication technology and the spirit of the bureaucratic reform agenda. A solution to these problems is proposed: creating a village application and website, accompanied by relevant training. The methods used in this service activity are tailored to the existing issues. The objectives of implementing this program include organized management of digital-based village administration, establishing an informative village website, promoting village potential, and enhancing the abilities and skills of village officials. The expected outcomes of this program are improving service quality to the community, scientific publications, and transferring knowledge and technology to village officials. It is hoped that village officials will become proficient in providing services to the community with the support of information technology, resulting in efficient service for the community.

Keywords: e-governence, public service, wanagiri village, economic development

1. INTRODUCTION

Wanagiri is a village located in Saketi Subdistrict, Pandeglang Regency, Banten, Indonesia. This village is situated at the foot of Mount Pulosari, which has excellent potential to be developed as an agricultural village due to its strategic location and potential tourist attractions.

In addition to its tremendous potential, Wanagiri village has four hamlets: Sawah, Mendot, Cibilur, and Popojok. As the front line in providing public services to the community, we have observed that the administrative arrangement of services at the village level has yet to improve its delivery.

Geographically, this village is located north of the Saketi subdistrict capital, approximately 3 km away, and is situated at the foot of Mount Pulosari. Wanagiri Village covers an area of 60 hectares. Parigi Village borders it to the north, Giri Jaya Village to the south, Talagasari Village to the west, and Dampit Village to the east. The village has agricultural and plantation potential, such as durian, cloves, coconuts, mangoes, and rambutans, as well as several untapped and widely unknown tourist destinations.

The village serves as the front line of public service at the lowest level of governance. Good public service is an integral part of determining the success of economic development. Based on interviews with the Head and Secretary of Wanagiri Village, Saketi Subdistrict, on December 16, 2021, and January 24, 2022, the main issues faced by Wanagiri Village in public service can be seen in the table below:

Table 1. Wanagiri Village Public Service Problem

	Wanagiri Village Public Service Problem
1	• The division of tasks is unclear, and the village government officer is unable to utilize time effectively. Additionally, there is no specialization in the work system.
2	• The lack of information about Wanagiri Village, such as monographs and types of services, has resulted in a lack of knowledge within the community about the services provided.
3	• The limited abilities and skills of the village government officer in mastering systems to improve services in their community
4	• The shortage of manpower in the village, compared to the volume of work faced, disrupts the effectiveness of services
5	• The documents and archives are not organized systematically, resulting in time-consuming retrieval of archives.
6	• There is a lack of infrastructure, including computers, printers, and a scanner as a supporting archiving tool.
7	• The outdated data makes current work difficult.
8	• The community has the impression that the service is too complicated.
9	• There are differences in the abilities of each individual village apparatus.

In connection with this problem, the community service program in Wanagiri Village, Saketi District, Pandeglang Regency, provides a solution to resolve this problem by providing training assistance in managing office administration, creating a Village website, as well as providing training to manage websites, fill in website content, and expand reach. Village website link.

2. METHOD

The method used in this service activity is adapted to the existing problems. IT lecturers created the website, and village officials provided information support. Meanwhile, website content-filling activities are conducted using training and assistance to fill in interesting content. Activities for arranging archives and office documents are carried out jointly by teaching techniques for assigning save codes to make it easier to find libraries or documents. For monographic data updating activities, training methods, and filling in data related to demographic potential and migration by directly involving officials and youth organizations.

The aim of implementing this program is to organize digital-based village administration management, build an informative village website, promote village potential, and increase the capabilities and skills of village officials. This community service activity will transfer knowledge and technology to village officials.

3. RESULTS AND DISCUSSION

3.1. Description of activity

Before community service activities are carried out, the community service team first makes preparations. Preparation is carried out by discussing activity plans. Discussion with Wanagiri village officials on June 19, 2023. Discussion material related to the technical implementation of community services involvement of village officials starting from the RT level. Community service activity plans were also discussed with the Head of Saketi Subdistrict, Mr Muhadi, S.ST, M.Si., and District Secretary, Bp. Indra, SE, M.Pd. Sub-district leaders support community service activities in Wanagiri village, funded by the Ministry of Education and Culture's Grant program. During the discussion, it was also stated that activities were planned until December 2023, with various outcomes to be achieved.

The initial implementation of community service activities implementing E-Government in creating Good Governance was carried out on Wednesday, June 26, 2023. The training was conducted at the Wanagiri village hall and attended by 12 village officials and assistants from the RT and RW.

The activity began with a speech by the Village Secretary of Wanagiri Village, Mr. Cacu. In his speech, he expressed his gratitude to the community service team at Budi Luhur University, Jakarta. He asked all village officials to pay attention to the material and knowledge the community service team presented.

Next was a presentation by the Head of the community service team, Dr. Bambang Pujiyono, M.Si. This session explained the application of electronic concepts in supporting village-level government, technology, and information assistance that can make it easier for officials to complete their work. Work becomes the standard of process and

results. Activity documentation is also more systematically organized, making it easy to find information when needed.

The presentation also presented plans to create a website for a digital village in Wanagiri. All information about Wanagiri village will be provided on the Wanagiri website. The website will be filled with data on tourism potential, culture, social, demographics, etc. The website will also integrate general administration, population, and development service systems.

To create a digital village, participation from village officials is required so that the community service team will provide outreach activities, training, and assistance. The realization of this digital village will provide information and educational benefits to the wider community so that information in Wanagiri village is easily accessible to external parties.

The presentation of the digital village development plan was welcomed seriously by village officials, and enthusiasm in listening to the production became a benchmark that the community needed. People want to learn and hope that this will happen soon.

3.2. Solution of Problems

Here are the Solutions Offered in Wanagiri Village Public Service Problem

Table 2. Wanagiri Village Public Service Problem, Solution & Result

	Problems	Solutions	Result
1	The current work system that highly inefficient and results in a significant amount of wasted working time	Give work system managemen workshops to increase productivity and provide services to the community.	10 Wanagiri Village officials officer perform tasks well according to assigned workloads.
2	Community administrative services are done manually, causing slow work processes and potential document accumulation for subsequent processes.	Create an online application for public services	Save 10 minutes of work completion time and reduce community queues in managing official letters
3	Un- availability of an up-to-date monograph based on a system in Wanagiri Village	1. Create a community service application system to update the village monograph. 2. Socialize with all Village officials and involve neighborhood associations in data collection and updates.	1. Availability of an up-to-date monograph database system ready for use as a reference for regional development. 2. All neighborhood associations are able to collect and update data accurately through the system.
4	Lack of information about Wanagiri Village's potential, demographics, geography, and others.	1. Create a Wanagiri Village website. 2. Provide training conten creation of the Wanagiri Village website. Provide training and skills for Wanagiri Village officials officers and youth organizations to participate in the management of the Village website.	1. Wanagiri Village website easily accessible by external communities, allowing the village's potential to have economic value and improve community welfare. 2. All RT and RW Officers are able to collect and update data accurately through the system
5	Village administration management is still manual.	Create an administration application system to facilitate efficient task completion	Achieve faster, safer, and standardized work compared to manual work completion, aiming for Zero Defect.
6	Low computer operating skills	Training to improve computer operating skills.	110 Village officials officers improve their computer operating skills correctly.

3.3. Website Desa Wanagiri
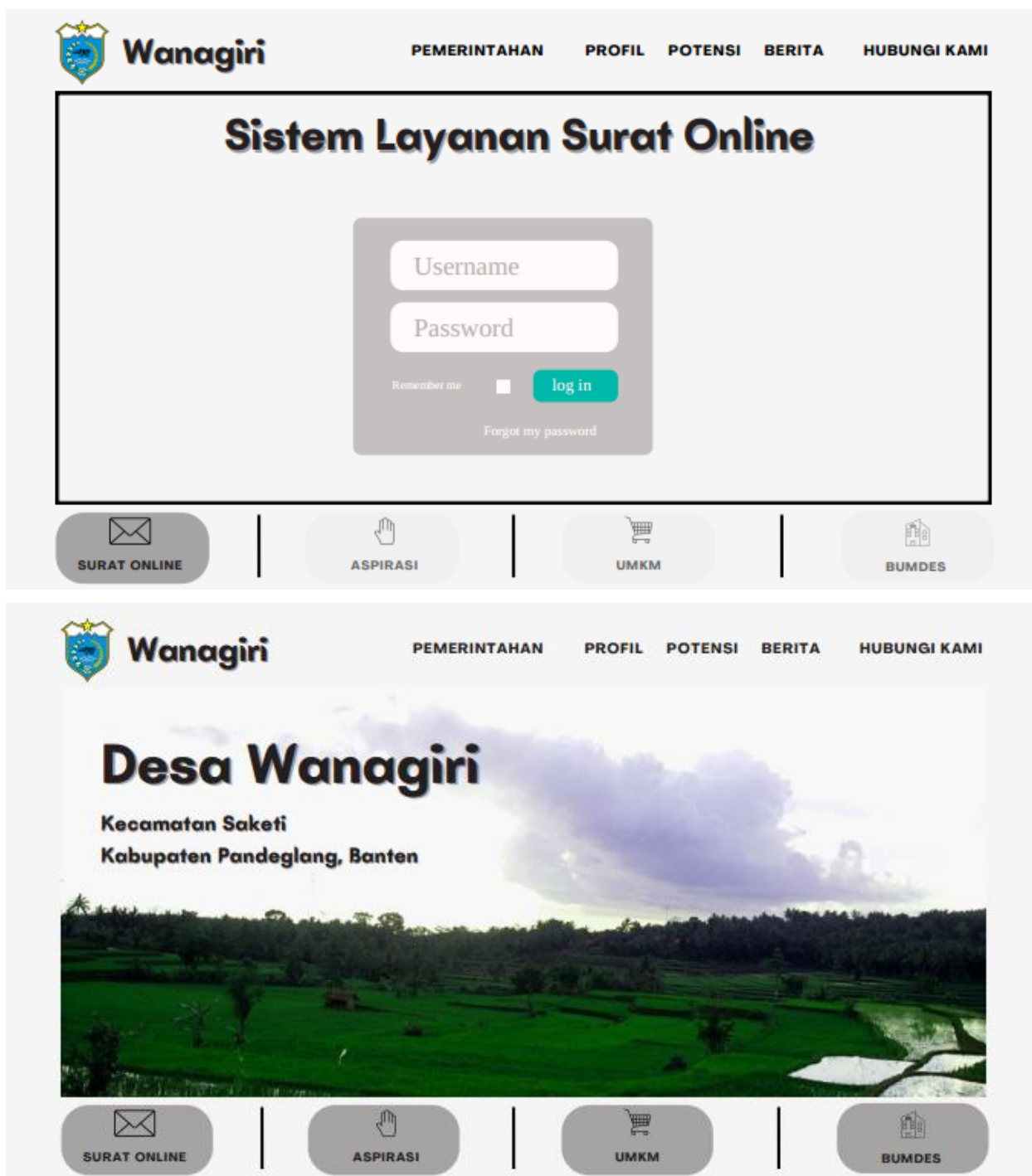Below is a brief overview of the Wanagiri village website developed by the community service team

Figure 1. Website of Wanagiri Village

The results of this activity are qualitatively very interesting for the village official officer. This interest is evident from the expression of seriousness in participating in the activity. The village official officer was enthusiastic about asking for and requesting a further explanation regarding the material provided by the resource person. In addition, the participants also tried to use the administrative service system, although it is still in the testing phase before implementation. The situation, togetherness, and motivation reflected by the participants and the community service team further affirm that the services provided by the apparatus to the community are becoming increasingly high-quality.

The questionnaire respondents consisted of 12 village official officers, 7 RT/RW assistants, and 11 community members. The evaluation criteria for community service are included in the questionnaire section aimed at the community service activities carried out in Wanagiri Village. The statements provided in the questionnaire are assessed by respondents with options ranging from Strongly Disagree to Agree or a Likert scale Strongly. The following are the user satisfaction survey results for community service activities.

Participant Satisfaction Response to Activity Implementation
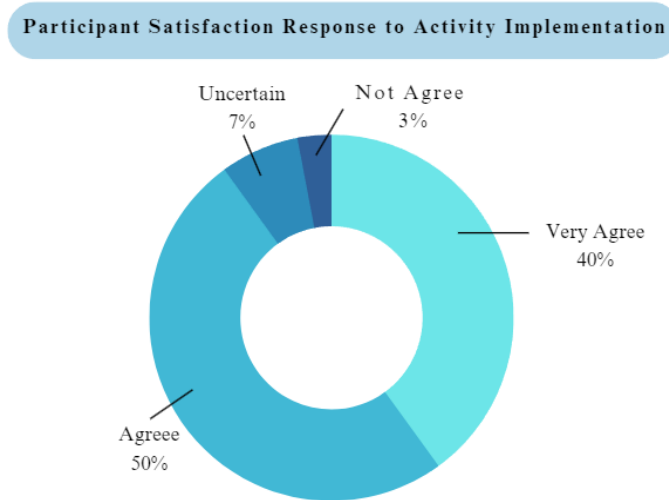
Uncertain 7%
Not Agree 3%
Very Agree 40%
Agreee 50%

Figure 1: Wanagiri Village Official Officer Satisfaction Response to Activity Implementation

Figure 1 shows participants' perceptions of implementing community service activities in Wanagiri Village. From the presented data, 40% of participants expressed a very high level of satisfaction with implementing these activities, while 50% expressed satisfaction. These results indicate that most participants are satisfied with implementing community service activities in Wanagiri Village, with most experiencing a good to excellent level of satisfaction.

Participant Satisfaction Response to Coaching Activity

Very Disagree 3%
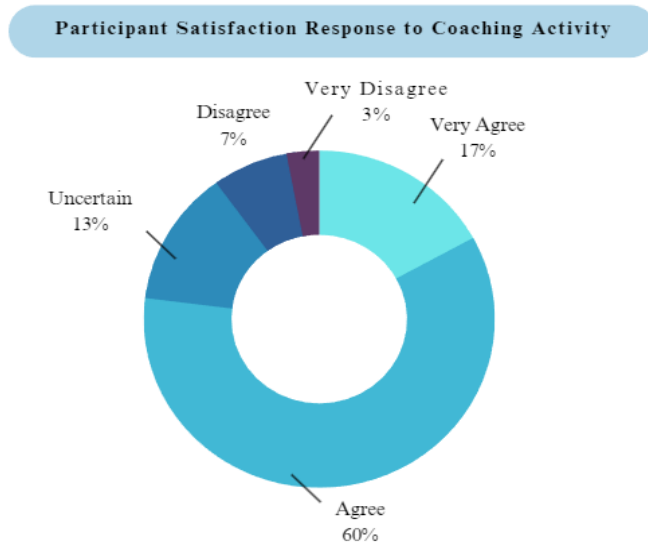Disagree 7%
Very Agree 17%
Uncertain 13%
Agree 60%

Figure 2: Wanagiri Village Official Officer Satisfaction Response to Coaching Activity

The graph illustrates the satisfaction level of participants towards the coaching delivered by the community service team on the topic of good governance. From the chart, it can be concluded that 17% of participants expressed a very high level of satisfaction, while the majority, 60%, felt satisfied with the counseling. This data reflects a heightened awareness among participants regarding the importance of implementing sound governance principles in Wanagiri village.

The data illustrated in the graph shows the participants' attitudes toward creating a website for Desa Wanagiri. From the information provided, it can be seen that half, or 50% of the participants, expressed their approval for the initiative

of creating the website. This indicates that most participants see the benefits of website development as a means of information and communication. On the other hand, 37% of participants are even more firm in their stance, stating that they strongly agree with the creation of this website. This percentage reflects a strong belief that the website can be a valuable tool in meeting the information and interaction needs of the community in Desa Wanagiri. Overall, this data provides a positive overview of the majority of participants' support for creating a website for Desa Wanagiri, with a significant number of them expressing a high level of approval, even strong agreement.
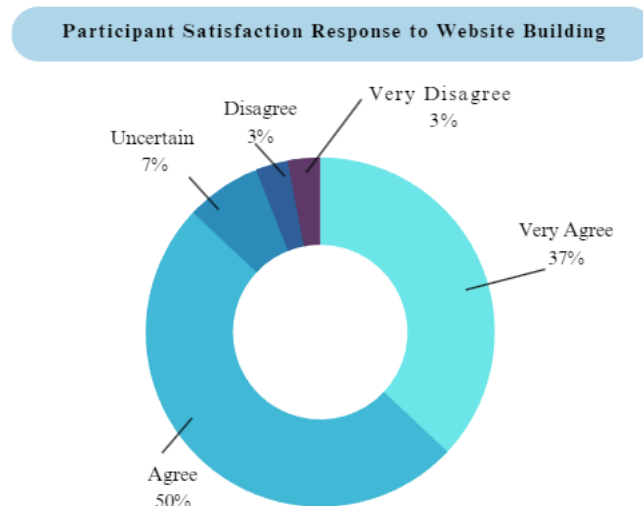

Figure 3: Wanagiri Village Official Officer Satisfaction Response to Website Building

4. CONCLUSION

The use of technology, information, and communication to assist in the governance of village administration is very apparent. Village services have become more accessible, more standardized, and faster. Information technology should open The village's potential as widely as possible. Digital space should be provided, and the community should be able to fill it with positive and educational information for the wider community. The presence of the Wanagiri village website is expected to realize our shared dream of becoming the first digital village in Pandeglang regency, with the hope that information about the village's potential can be accessed by the community at ample and open up new business opportunities to improve the welfare of the local community.

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