

Utilization of Information Technology at the Mangarabombang District Office

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ABSTRACT

Information technology brings together high-speed computing and communications for data, voice, and video. This study aims to determine the use of information technology at the Mangarabombang District Office, Takalar Regency, which focuses on managing Family Cards. To find out these objectives, the researchers used a qualitative descriptive type of research. There were 9 informants in this study and used data collection techniques that were carried out through observation, interviews, and documentation. The data obtained from the research results are processed using data analysis techniques, namely data collection, data reduction, data presentation, conclusion/verification. The results showed that the utilization of information technology at the Mangarabombang District Office, Takalar Regency was optimal. Viewed from the aspect of facilitating communication and obtaining information, developing skills and awareness, increasing the quality and quantity of services, encouraging the growth of democracy. This research can be used as a reference in the realm of using information technology at the sub-district level because previous research has focused on the district or city level.

Keywords: Utilization, technology, information technology;

INTRODUCTION

Technological progress is something that cannot be avoided because technological progress follows the progress of science. Every innovation created can provide positive benefits for users, as well as simplify human activities (Saleh, Jamaluddin, and Arhas 2019). Technological developments can help and development tasks in a company or government agency. Technological advancements, although initially having a positive impact, on the other hand, can also have a negative impact. This impact can occur depending on the user of the technology.

Technology has brought many changes in people's lives. Work that used to be done manually for a relatively long time, now with the existence of information technology can simplify and shorten processing time (Céspedes-Lorente, Magán-Díaz, and Martínez-Ros 2019; Croteau and Bergeron 2001; Kotabe and Mandviwalla 2005). Information technology includes two aspects, namely computer technology and communication technology. Computer technology consists of hardware and software that functions to process and store information. While communication technology serves to transmit information (Nasrullah 2016).

Several information obtained or obtained have different characteristics, of course, it is adjusted to the source of information, the form of information, and the type of information. Information technology makes humans in dealing with other parties not limited by time and place.

Whenever and wherever humans with technological devices can communicate, obtain information, and disseminate information to others (Saleh et al. 2019).

Information technology is the technology needed to process information using electronic computers, communication devices, and software applications to convert, store, protect, process, transmit, and retrieve information anytime and anywhere. (Burke 2021; Kshetri 2007). Advances in information technology make humans in dealing with other parties as if they are no longer limited by space and time.

The government as the organizer of development activities and services is a form of the general task of the government to realize the welfare of the community, to realize effective and efficient public services (Ishak, Niswaty, and Guntur 2020; Niswaty, Manno, and Akib 2015). Therefore, to carry out government functions properly, the organization or agency must be professional, aspirational, and have high responsiveness to the people served so that people who are service users feel satisfied with the services received.

Employee performance is a very important thing in a government agency. Performance can be a measure of the success or failure of an organization (Baharuddin, Asma, and Niswaty 2017; Niswaty and Tambe 2015). If the employee's performance is high, then the desired goals can be achieved properly. On the other hand, if the employee's performance is low, the desired goal is difficult to achieve (Awaliah, Amirullah, and Saleh 2015; Erawati, Darwis, and Nasrullah 2017; Rosmani, Amirullah, and Saleh 2015). Then the development of technology and the use of information technology can improve employee performance and allow an activity or work to be carried out easily, quickly, accurately, so that it will increase productivity. Employees will find it easier to complete their work if they can take advantage of the information technology in the office. Mangarabombang District is one of the sub-districts in South Sulawesi Province, precisely in Takalar Regency which has the task of carrying out some government authorities, namely carrying out affairs in the fields of government, economy, development, social welfare, and other public services. Mangarabombang District carries out government services in the field of population administration, which includes the management of Family Cards Electronic Identity Card, Transfer Certificate (Entrance, Exit, Temporary), Business Permit, Deed Making and others. With the existence of information technology, it is hoped that the needs of the community will be more easily met.

However, based on observations made by researchers at the Mangarabombang District Office, Takalar Regency, especially in the Family Card management service, it is known that there are still some employees who are not able to operate computers, the existence of an information system can make it easier for the public to obtain information related to the sub-district. All required data can be accessed through the sub-district website. This can make it easier for the community and the performance of sub-district employees and help make the sub-district transparent, accountable, and progress accordingly. However, in practice, there is no sub-district information system available so that people find it difficult to get information when they need it.

METHOD

This study uses a qualitative approach with the aim that this research seeks to produce new findings through data collection methods, namely observation, interviews, and documentation. This type of research uses descriptive type. In this case, the data sources used are primary data and secondary data. Data collection techniques are the most important step in

research because the main purpose of a study is to collect data. Therefore, the research techniques used to collect data are observation, interviews, and documentation.

The informants in this study were the Head of Mangarabombang Sub-district 1 person, the Head of the Government Section 1 person, the General Administration Staff of the Government 3 people, and the community 4 people. To collect data and information, interview guides, cameras, voice recorders, notes, and others are needed. To increase the credibility of the data (trust) to the results of the study, an extension of observation, triangulation, and member check was used. By the qualitative research method in this study, the appropriate data analysis technique used is interactive data analysis with a model according to (Miles, Huberman, and Saldana 2014) which consists of data collection, data reduction, data presentation, conclusion, and verification.

RESULT AND DISCUSSION

The results of the research obtained at the Mangarabombang District Office, Takalar Regency in the form of direct interviews with informants namely Mr. Syachrir as Mangarabombang Sub-district Head, Mr. Suaib Zulqifli as Head of Government Section, Mrs. Harliati as Government General Administration Staff, Mr. Syukri as Government General Administration Staff, Mrs. Supianti as Government General Administration Staff, and 4 people from Mangarabombang District.

To find out the use of information technology at the Mangarabombang District Office, Takalar Regency, based on indicators of the benefits of information technology as measured by 4 (four) indicators, it can be described through the responses of informants who are considered good. For more details, described in detail as follows:

Ease of Communicating and Obtaining Information

In administrative activities, especially in the sub-districts, communication is the most important thing carried out by sub-district employees. Without communication in Mangarabombang District, office activities will not run well. To communicate and obtain a supporting device is needed, namely the presence of information technology. In information technology, there are elements of communication, for example in the form of cellphones. In addition to mobile phones, information technology tools that can assist office activities to include computers, laptops, and other facilities such as printers and internet (wifi) facilities.

Based on the results of the interviews, it can be understood that the informants as employees and the public felt that with the information technology available at the Mangarabombang District Office, Takalar Regency as well as those in the community, was able to facilitate communication and obtain information between employees and employees as well as employees and the community. Especially in services such as processing Family Cards people can perform online services using the WhatsApp application, which almost all people have and use application.

The indicators of facilitating communication and obtaining information are optimal, but for the knowledge and skills of using computers, not all employees can operate them. This happens due to several factors such as age, and educational background factors.

Based on the results of observations, the researchers confirmed that the Mangarabombang District Office had utilized facilities that supported information technology by implementing online-based services. So that people can easily communicate and obtain information.

Developing Ability and Awareness

The next benefit of information technology is to develop skills and awareness. Information technology can increase awareness and develop the ability of office employees in the field of technology. For example, creating a sub-district information system that can be accessed by the public anytime and anywhere, or developing its ability to process data, process words, and process numbers.

Based on the results of the interview, it shows that information technology is very helpful in office activities in Mangarabombang District, Takalar Regency. The existence of information technology eases the work of employees at the Mangarabombang District Office, by utilizing word processing software (Microsoft Word) and number processing software (Microsoft Excel). Meanwhile, sub-district operators are trying to develop their ability to create a website or sub-district information system so that people can easily access data related to Mangarabombang District.

Based on the results of observations, the researchers confirmed that the use of information technology at the Mangarabombang District Office can develop skills and awareness, especially for employees because the observations show that employees who are old and have not been able to operate computers still try and learn to operate computers because they are aware of the importance of technology.

Improving the Quality and Quantity of Public Services

With the development of information technology, the government must also take advantage of existing information technology to improve the quality of public services. The quality of public services in this case is the quality of excellent public services based on information technology or better known as E-Government (Electronic Government). Public services should not only follow the trend of globalization but also be a strategic step to improve the quality of public services to the community.

Based on the results of the interview, it can be understood that the information technology available at the Mangarabombang District Office in Takalar Regency can improve the quality of public services, but the service will be better if the Mangarabombang District Office in Takalar Regency has a District Information System that can be easily accessed by the public to develop the development of Mangarabombang District by excellent service.

Based on the results of observations, the researchers confirmed that utilizing information technology at the Mangarabombang District Office can improve the quality and quantity of public services, by implementing online services using the WhatsApp application, which is considered by almost all people using the application.

Encouraging Democratic Growth

The positive benefits of information technology facilities include that everyone can be a source of information. Facilitating the need for freedom of speech is a basic condition of democracy. Dissemination of information takes place in one to one, one to many, or broadcast.

Based on the results of interviews with informants who are people of Mangarabombang District regarding indicators of encouraging democratic growth, it can be concluded that it is difficult for the community to submit suggestions, especially to the District Office when using

information technology. At the Mangarabombang District Office, there is a suggestion box and a satisfaction box that can make it easier for people to submit suggestions compared to information technology (mobile phones) with the WhatsApp application because the Mangarabombang District Office does not yet have a District Information System.

DISCUSSION

Ease of Communicating and Obtaining Information

Communicating is something that is often done in everyday life. Whether it's communicating individually with individuals, individuals with groups, and groups with groups. As with the District Office, communicating with the community and employees is something that is often done. The existence of communication tools can facilitate the public and employees in obtaining information. It is not only related to the ease of communication between employees and the community to obtain information, but the value of information is important. The value of information is determined by two things, namely the benefits and costs of obtaining the information. Office facilities are one of the factors that support the ease of communicating and obtaining information.

Based on the results of interviews with nine informants said that information technology that supports the ease of communicating and receiving information is adequate, this is indicated by the facilities they use are sufficient to support communication, receive information from various sources, and convey information, especially in the management of KK (Family Cards).). This is in line with what was stated by Sutarman (2012) Information technology makes it easier to communicate and obtain information, namely the internet connects millions of people around the world. Any information can be sent in the form of text, images, video, sound, or a combination thereof. Long-distance contact and communication are very effective and efficient by using the internet. So that everyone can conduct seminars, interviews, conferences remotely via the internet.

Developing Ability and Awareness

One of the benefits of using information technology is that it can develop skills and awareness. The role of information technology in this era is very inherent in human life. As stated by (Suprianto et al. 2020; Takdir et al. 2021), namely information technology has an important role in meeting the needs of more and more people. Starting from interacting, studying, reading news, transactions and so on, all use information technology products. Because information technology makes it easier and faster.

Information technology includes two aspects, namely, computer technology and communication technology. Elements of computer technology *hardware* (hardware) for example tools that can be touched, seen, and felt, software (software) for example programs or features contained in hardware, and the most important thing is brainwave (users) for example devices that operate.

Based on the results of interviews with the five employees said that information technology is very useful for employees because the facilities that support employees can develop their abilities in the field of technology. Work will be easier if you take advantage of available facilities, such as laptops and computers. Employees can develop their abilities in word

processing, number processing, and data processing using various types of software *Microsoft word Microsoft Excel*, etc.

Improving the Quality and Quantity of Public Services

Receiving fast service is the dream of every service user as well as the community. Providing fast service will make people able to save their time. When you hear the word waiting, what comes to mind is boredom, especially when faced with many queues. To avoid this, the agency is required to provide services quickly. According to the theory Sutarman (2012), which explains that the government bureaucracy needs to utilize information technology, especially to improve the quality and quantity of public services. In subsequent developments, it is not only the automation of public services. But more than that, there has been an extraordinary increase in efficiency and productivity as well as an increase in the image of the government in front of the public.

If applied in the government agency sector, the Mangarabombang District Office should be able to provide fast and responsive services to the community. To create a positive perception for the community who perform services. The theory put forward by Sutarman that utilizing information technology can help improve the quality and quantity of public services is true.

Of the nine informants who were willing to become resource persons, it was found that all of the informants acknowledged that the existence of information technology in the office Mangarabombang sub-district is sufficient to improve the quality and quantity of public services.

Encouraging Democratic Growth

The positive effects of information technology facilities include that everyone can be a source of information. Facilitating the need for freedom of speech is a basic requirement of democracy. As stated by (Sutarman 2012) that information dissemination can take place peer to peer (peer to peer), one to one (one to one), one to many (one to many), or broadcast (broadcast). The role of information technology in the democratic process is not limited to a vehicle for delivering information, but information technology contributes to elections.

The benefits of information technology, namely encouraging the growth of democracy, will advance if information technology is used properly and correctly so that it can seek all information from various and unlimited sources. In addition, information technology is also able to function as a means of conveying opinions. For example through social media or blogs.

This can be seen from the results of interviews by people who say that information technology can now help channel opinions. But one of the people at the end of the interview said that it was difficult to provide input or criticism at the Mangarabombang District office because again there were problems with the Information System that could make it easier for the public to submit suggestions and criticisms to the Mangarabombang District Office. Thus it can be concluded that information technology has not been able to become a means of channeling aspirations or freedom of speech that can encourage the growth of democracy in the Mangarabombang District Office.

CONCLUSION

Based on the results of the study, it can be concluded that the utilization of Information Technology at the Mangarabombang District Office, Takalar Regency is optimal, however there are still aspects that need to be improved so that the Mangarabombang District Office further develops and utilizes available information technology. In terms of facilitating communication and obtaining good information, developing good skills and awareness, increasing the quality and quantity of good public services, encouraging sufficient democratic growth.

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