

The Role of the Information System for Keeping Citizens in the Public Service Perspective in Bira Village, Bulukumba Regency

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ABSTRACT

The citizen guard information system (Si Jawara) through SimpelDesa is a public service innovation that is currently being implemented by the Bulukumba Regency Village government in providing public services, such as services, goods services, and administrative services as regulated by law. Therefore, the aim of this research is to describe the role of the citizen guard information system (Si Jawara) from a public service perspective. This type of research uses qualitative methods with a descriptive approach. Data sources consist of primary data and secondary data with data collection techniques used, namely observation, interviews, and documentation with reference to research objectives with research indicators regarding the function of public services, namely 1) public protection functions; 2) strategic infrastructure functions; 3) personal and local environmental functions. Data analysis techniques use an interactive analysis model with data analysis stages including data reduction; data presentation; validation test; and verification. The results of the research show that the citizen guard information system (Si Jawara) from a public service perspective in Bira Village, Bulukumba Regency, can be concluded that Si Jawara's innovation through SimpelDesa has a fairly good role in accommodating the needs of the village community, besides that the existence of SI Jawara helps and make it easier for the public to obtain public services, both services, goods and administrative services. Therefore, the innovation carried out by the Bira village government, Bulukumba Regency is part of efforts to improve or reform the bureaucracy and is expected to have a positive impact on neighboring villages.

Keywords: role, public service, si jawara

INTRODUCTION

Public services are always associated with an activity carried out by a person or group of people or a particular agency to provide assistance and convenience to the community in order to achieve certain goals. Public service is defined as providing services or serving the needs of (people) or the community who have an interest in an organization in accordance with applicable rules and methods. The one who plays the role of servant is the government, where the government essentially does not serve itself but also the citizens of society by dominating conditions to create comfort in all social access. According to Law Number 25 of 2009, public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services, and/or administrative services provided by public service providers, (Law Number 25 of 2009 Concerning Public Services).

The current condition of public services is becoming increasingly important because it is always in contact with people who have diverse interests and goals. Because humans basically need service, the concept of service will always be present in every human's life (Akib et al., 2016; Arhas et al., 2021). Not only that, the public always demands quality public services from bureaucrats, even though these demands often do not meet expectations (Akib et al., 2022;

Mustafa et al., 2022; Niswaty et al., 2020), Therefore, a paradigm shift in government management from centralized to decentralized is a bright spot in creating a public service format that is in accordance with principles, principles, and standards so that quality public services can be realized.

The public service paradigm currently developing is the New Public Service (Akib, 2012). The New Public Service paradigm views the public as citizens or citizens who have the same public rights and obligations. Not only as a customer who is seen by his ability to buy or pay for products or services. However, citizens are recipients and users of public services provided by the government, (Juharni et al., 2023). Therefore, the government is required to be more responsive to community needs and be able to increase the efficiency of public services in the regions which ultimately aims at community satisfaction. The measure of success in providing services is determined by the level of satisfaction of service recipients. Service recipient satisfaction is achieved if the service recipient meets what is needed and expected.

The government should provide public services in the form of New Public Services (Arhas et al., 2022; Takdir et al., 2021). In its implementation, it is not carried out like a company but services are carried out democratically, fairly, evenly, without discrimination, honestly, and accountably. This is because this paradigm prioritizes, namely 1) Public interests which are the main foundation in the process of administering government as a form of embodiment of democratic values; 2) Being based on democratic values will provide energy for bureaucrats/government employees to serve society more fairly, equally, honestly and responsibly.

Thus, government employees must always reconstruct strong networks with the community as service recipients. Government employees as public servants must be able to change the general view that the service system carried out by government employees who initially liked to give orders and teach the public the behavior of public servants who are willing to listen to the wishes and needs of the community, moreover, service employees/apparatus must be able to direct and even force the public. to be able to provide responses as input that are in the interests and needs of the community in accordance with expectations. This is because the paradigm and concept of the New Public Service is based on democratic values and theory which assumes that the government's task is to improve the welfare of the people and be accountable for its performance to the people as well, meaning that governments must respond to the needs and desires of their citizens.

Innovation in the public service process is carried out through community collaboration with the bureaucratic apparatus towards administrative activities and citizen activities towards a democratic public service, so the choice of The New Public Service is expected to provide objective structuring of the bureaucracy. This paradigm and concept require the readiness of government officials to provide public services. because public services require sufficient time and require sufficient energy to be able to influence the entire existing system. The solution put forward is that the bureaucratic/government apparatus must be able to absorb the aspirations of the community as a public involved in managing governance. Although it is not easy to ignore the pattern of service by commanding and regulating as conceptualized in the old administration).

The NPS paradigm and concept are used to manage administration in government institutions which are different from private/business organizations. The dynamics of state administration are carried out and moved towards a democratic government. The mission of service public organizations is not only to satisfy service users (customers) but also to provide goods and services to fulfill public rights and obligations. This is in line with Law Number 25 of 2009 concerning Public Services that the scope of public services includes public goods and public services as well as administrative services.

The measure of success in providing public services is determined by the level of satisfaction of service recipients (Daraba et al., 2018; Nahiruddin, 2022; Nasrullah et al., 2020). Service recipient satisfaction is achieved if the service recipient meets what is needed and expected. Therefore, the implementation of good public services depends on the bureaucratic conditions in a country. Bureaucratic conditions provide a special climate for the implementation of optimal public services. It cannot be avoided that the condition of public services in Indonesia is still very low.

Apart from that, changes in society with better literacy levels have better awareness of their rights (Hariyono et al., 2019; Niswaty et al., 2015). In this way, the public sector can become a sector that can accommodate and respond quickly to any changes that occur. Important lessons regarding innovation in the public sector can be drawn from problems that arise around efforts to implement communication and information technology (ICT) within government agencies in Indonesia, as well as the Malaysian government's initiative in implementing electronic public services. Service innovation in the public sector is part of efforts to improve or reform bureaucracy. If innovation is often found in the private sector as an effort to provide competitive excellent service, then innovation is now also present in the public sector (Prasodjo, 2021). The spirit is almost the same, competing to create innovations that provide convenience and speed in public services to the community. There are those who innovate amidst limited human and material resources, but succeed in creating ease of public services, as research results show saw that even limited innovation actually received awards.

Public service innovation studies have actually been studied by various parties. In fact, research on innovation is often found in the perspective or approach of bureaucratic reform carried out by City Governments, large agencies, and Departments in Provincial and Regency/City areas, but there is very little research on innovation carried out by Villages. Based on observations and interviews with the Bira Village government, Bulukumba Regency, it was found that the Bira Village government, Bonto Bahari District, Bulukumba Regency has innovated in public services through the Android-based Jaga Wargata (Si Jawara) Information System which can be downloaded on the Play Store with the name SimpleDesa application. SimpelDesa aims to help the people in Bira Village access public services, including emergency problems. For example, when people need services/assistance, residents just press the application button if they need help. After that, the officer will visit the person concerned guided by Google Maps. Not only services, based on the results of interviews with the Head of Bira Village, it is known that the citizen guard information system (Si Jawara) provides various types of services to the community, such as public goods services, as well as administrative services.

METHOD

This type of research uses qualitative methods with a descriptive approach. Qualitative research is research in the form of words, sentences, schemes, and descriptions (Creswell & Poth, 2016). Data sources consist of primary data and secondary data obtained from observation, documentation, and interviews. Primary data comes from information, statements, and information from informants. Secondary data comes from documentation review. The main instrument in this research is the researcher himself, with the help of a cellphone recording device; observation sheet; and interview sheet.

The data collection techniques used were observation, interviews, and documentation with reference to the research objectives with research indicators: 1) public protection functions; 2) strategic infrastructure functions; 3) personal and local environmental functions. The collected data was checked by triangulation, namely checking the validity of data that uses something other than the data in question for inspection purposes or as comparison material. The data analysis technique uses an interactive analysis model from (Miles et al., 2020) with the data analysis stages carried out in this research including data reduction; data presentation; validation test; and verification.

RESEARCH RESULTS AND DISCUSSION

Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services and/or administrative services provided by public service providers. (Jatman & Winarsih, 2005) explains that the measure of success in providing services is determined by the level of satisfaction of service recipients. Service recipient satisfaction is achieved if the service recipient meets what is needed and expected. Until now, improving the quality of service has always been a demand for the government and its government apparatus in providing public services. For this reason, the government, in providing services to the community/public services, must be able to respect the rights of its citizens and be ready to fulfill the needs of its citizens as a community/public. Therefore, innovation in the public sector is now a necessity to make the availability of services easier, cheaper, more affordable and equitable..

Public Protection Functions

Diversity in public services encourages the creation of innovative services. Innovative services can be linked to public service innovation. Public service innovation is something that can be realized by providing services to the community. Innovation, according to Rogers is "an innovation is an idea, practice, or object that is perceived idea, practice, or object that is considered new by an individual from another unit of adoption). Public services are a very important element in government administration because they involve very broad aspects of life. one of the functions of public services is providing protection to the community this service is related to basic human needs to respond to very important events. This service is carried out by protecting the community, in the form of assistance in the event of a fire, protection by the police, maintaining public health, and creating production standards so that it is safe for the community.

Based on the research results, it is known that the citizen guard information system (Si Jawara) can be downloaded on the Play Store under the name SimpelDesa, which is a village management and service information system provided by the government to help the community find out the latest information. Based on research findings in the field, it is known that Si Jawara via the SimpelDesa application can be downloaded by anyone, but in operation, its use can only be accessed by residents who live in Bira Village because to enter the application requires registration/login first by attaching a Population Identification Number, as well as facial scans and photo scans holding a Resident Identity Card. If the login is carried out by people who do not live in Bira Village, the application will automatically be rejected.

The Champion in Bira Village through the SimpelDesa application has the function of making it easier for the public to provide public services, such as goods, services, and/or administrative services. The research findings are related to Si Jawara's services through SimpelDesa, namely that Si Jawara provides service features to protect the residents of Bira Village. For example, when residents need service/assistance, residents just press the help button on the application. After a resident presses the button for needing help, a notification will automatically appear at the Bira Village Office with information that someone needs emergency assistance complete with the resident's full name, as well as the location of the resident who needs assistance. After that, the officer will visit the person concerned guided by Google Maps. The procedures for operating the Guard Information System service can be seen in the figure 1:



Figure 1
Procedures for Operating the Champion to Ask for Help

Source: Research Results, 2023

Based on the research results above, it is known that the innovation of the citizen guard information system (Si Jawara) currently being implemented by the government of Bira Village, Bulukumba Regency is very helpful for residents in obtaining services for the basic needs of their community. (Jamaluddin et al., 2022; Suprianto, et al., 2022) The use of information technology is the benefit expected by information system users in carrying out their duties or behavior in using technology when doing work. The measurement is based on utilization intensity, frequency of utilization, and number of applications or software used. Therefore, based on its function, the citizen guard information system (Si Jawara) in Bira Village, Bulukumba Regency has a role in meeting the basic needs of the community, especially in responding to very important events, protecting the community, and providing assistance to the community.

Strategis Infrastructure Fuctions

Public service is an effort carried out by a group person or bureaucracy to provide assistance to the community in order to achieve a certain goal (Congge & Fitrawati, 2023; Lajas & Macário, 2020). The scope of public services does not only focus on services but also focuses on goods and administration services. Therefore, according to its type, public services have the function of providing services related to infrastructure needs (strategic infrastructure functions). The services provided are in the form of transportation services, waste disposal, clean water services, and services involving economic improvement.

Based on the research results, it is known that SempelDesa or the citizen guard information system (Si Jawara) in Bira Village in its implementation not only provides services in the form of services or assistance to residents in need, but Si Jawara also provides infrastructure services in the form of providing clean water. The process of providing services is also carried out through the Si Jawara application, where residents who already have the application and need help simply write down information about the type of assistance needed, then press the request help button and it will automatically ring on each village official's cell phone so that the village officials can quickly provide assistance. guided by Google Maps. Apart from that, transportation has also been provided by the village government if the community needs it, for example, if residents experience vehicle damage while traveling. In fact, to improve the economy of the Bira Village community, Si Jawara provided a Village-Owned Enterprise (BUMDES).

Based on the research results, it is known that the aim of providing BUMDES in the SempelDesa application is to create an independent rural community economic system so that it will provide services to community needs and open up employment opportunities for village communities for those who have not been absorbed by employment opportunities due to educational factors. The positive benefits of having a Village-Owned Enterprise (BUMDes) are creating jobs, increasing Village Original Income (PAD), helping the poor, and developing the use of village assets. Indirectly, the presence and results of BUMDes have become a model of economic empowerment and a solution for village economic development (Lewis & Gilman, 2005; Perry, 2018). Therefore, based on its designation, Si Jawara in Bira Village has a role in providing transportation services, waste disposal, clean water services, and services related to economic improvement. This is in line with strategic infrastructure functions.

Personal and Local Enviromental Functions

Public bureaucracy must be able to provide public services that are more professional, effective, simple, transparent, open, timely, responsive, and adaptive and at the same time can build human quality in the sense of increasing the capacity of individuals and society to actively determine their own future. The role of government that will remain inherent throughout its existence is as a provider of public services. There are at least three main functions that must be carried out by the government in providing public services regardless of level, namely public protection functions, strategic infrastructure functions, personal and local environmental functions.

At the level of implementing the citizen guard information system innovation (Si Jawara) in Bira Village in providing services to the community in line with the service function as regarding personal and local environmental functions which focus on services to meet individual needs in society, such as social services, local environment, education, health, housing, and parks. Based on the research results, it is known that the presence of Si Jawara in SempelDesa is able to relieve the people of Bira Village in all aspects including administrative matters, such as arranging business certificates, death certificates, and paying taxes as seen in Figure 2 below:

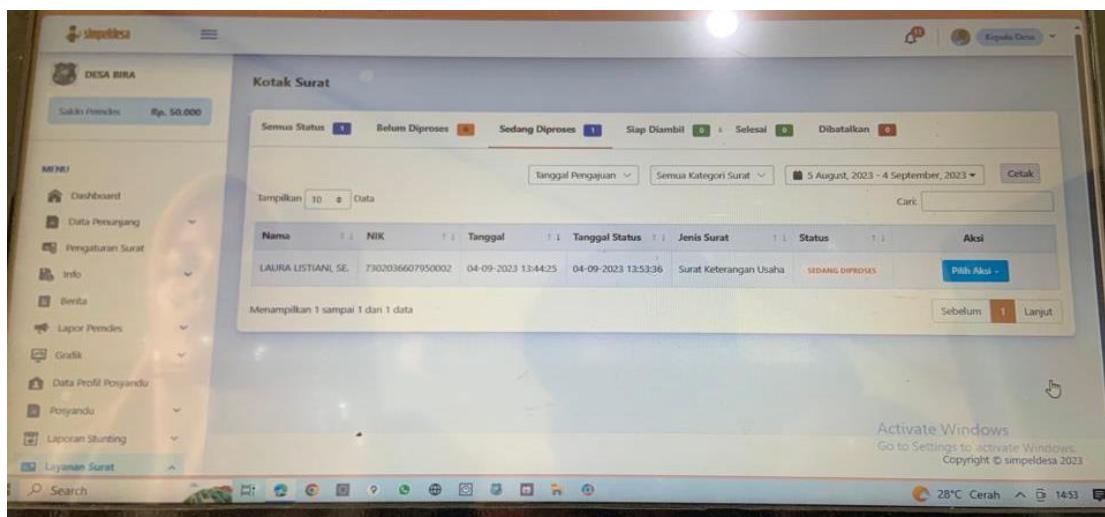


Figure 2

Display of the process of making letters based on community submissions in Si Jawara

Source: Research results, 2023

Based on Figure 2 above and the results of research interviews, it is known that in providing administrative services to the community through the citizen guard information system (Si Jawara), the community submits applications through Si Jawara by pressing submit a certificate and writing down the type of letter required then pressing/clicking the button send and the mailbox identification will automatically appear on the village government operator. From the Si Jawara application, Village government officials follow up on community letter submissions, even requests for certificates that have been submitted by the community can be identified in their progress as shown in Figure 2.

In addition to the research findings above, based on research data analysis, it is known that the citizen guard information system (Si Jawara) provides local, national, and international information for the local community to read, even though Si Jawara, people can shop online and can make online payments based on their balance. owned in each citizen's application. This is in line with the book *Delivering Quality Services* (Berry et al., 1988), the things that the government needs to pay attention to in providing public services, namely 1) Determining the public services provided, what kinds they are; 2) Treating service users as customers; 3) Trying to satisfy service users, according to what they want; 4) Looking for the best and highest quality

service delivery method; and 5) Providing ways, if service users have no other choice, (Cahyadi, 2016). Therefore, the innovation of the Bira Village government, Bulukumba Regency in providing public services through Si Jawara based on its function has a quite good role, because it makes it easier for the community to provide various kinds of services. As explained by Sultan et al. (2014) that a role is a dynamic aspect of a position, if someone carries out their duties and functions according to their position, then they are carrying out a role. In addition, a role is an action carried out by a person in an event.

CONCLUSION

Based on the results of research regarding the role of the citizen guard information system (Si Jawara) in the perspective of public services in Bira Village, Bulukumba Regency, it can be concluded that Si Jawara's innovation through SempelDesa has a fairly good role in accommodating the needs of the village community, besides that the existence of SI Jawara helps and make it easier for the public to obtain public services, both services, goods and administrative services. Therefore, the innovation carried out by the Bira village government, Bulukumba Regency is part of an effort to improve or reform the bureaucracy and is expected to have a positive impact on neighboring villages because it cannot be ignored that the current condition of public services is becoming increasingly important because it is always connected with people who have diverse interests and goals. Basically humans need service and the concept of service will always be in every human's life.

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