

## **Digital Divide Against Development E-Government in the District Sinjai**

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### **ABSTRACT**

The digital divide or Digital Divide is an economic gap related to the access, use, or impact of information and communication technology. E-government is one form of implementation of the use of information technology for government services to the community. This research is qualitative research which is a single holistic case study with research locations in the Regency and the Regency of Sinjai. The data collection technique used in this research is the semi-structured interview. The informants of this research consisted of the government, the private sector/ICT entrepreneurs, the community/ICT practitioners, and some of the general public. Data analysis techniques used are data collection, data reduction, data display, and concluding. The results of the research conducted can be concluded that the provision of access to information for civil servant within the Government of Sinjai Regency is quite good and easy, while the availability of technology for them to be able to use it does take time.

**Keywords:** E-government, digital divide, public service.

### **INTRODUCTION**

In simple terms, the digital divide is an inequality in access to computers and the internet based on one or more social and cultural identified groups. The digital divide is defined by exemplifying the differences in computer and internet access between groups of men and women, young and old. The digital gap according to Zulkarimein and Nasution (2007), is a situation where there is a gap between those who can access the internet through information technology infrastructure and those who are completely unreachable by the technology. Meanwhile, the digital gap, or often interchanged with the term technology gap is an economic gap related to the access, use, or impact of information and communication technology.

According to Renggana (2008), the positive impacts of the digital divide are: ICT provides the greatest opportunity for employees and ordinary people who understand how to use the existence of ICT, people can get information about economic development, looking for work, entertainment, and the public can get information and respond to the news. As for the negative impact, namely that the ease of ICT being developed makes some information that reaches the community still poorly understood/filtered out, children become addicted to online games, and there is social change in the community. According to Santoso (2012), the negative impact of the digital divide is that those who are rich and able to keep up with technological developments will have new resources, namely mastery of digital information. Meanwhile, those who because of their socio-economic conditions remain or are getting left behind and are increasingly far from being able to master information. Negative impact on people who can and cannot. For people who are unable to be able to follow technology, it will be very difficult to carry out all activities related

to technology (Darwis, Niswaty, & Arhas, 2021; Kamaraju & Kumar, 2015; Lin, Zhang, Ng, & Zhong, 2020; Takdir, Baharuddin, Arhas, & Irman, 2021)

The Presidential Instruction of the Republic of Indonesia Number 6 of 2001 concerning Telematics (Telecommunication, Media and Informatics) is the first step of the Indonesian government towards improvement towards Good Governance which states that government officials must use telematics technology to support Good Governance. Then supported by the issuance of the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy for the Development of Electronic Government. This is a serious step for the Government of Indonesia to utilize information and communication technology in the government process to create an effective and efficient bureaucratic service.

The implementation of E-government has not been fully felt by the people of Sinjai Regency, South Sulawesi. Sinjai Regency has a vision, namely the Realization of an Independent, Just, and Religious Society of Sinjai through Improving the Quality of Superior and Competitive Human Resources Haryanti (2021). To achieve this vision it is necessary to have the ability in science and technology. However, not all of the people in the Sinjai Regency have access and ability to technology. The difference between access and technology capabilities that results in the digital divide. The digital divide in Sinjai Regency needs to be measured as consideration for formulating policy plans and strategies in public services.

## METHOD

This research method is qualitative research. This research is also a holistic single-case study, which places a case as the focus of the Digital Gap in Indonesia (Case Study in Sinjai Regency) research in this case the digital divide in Sinjai Regency. The location of this research is in the district and sub-district of Sinjai. The types of data that will be collected through this research include words and actions; primary data; secondary data; documentation. The data collection techniques used in this study were interviews, interviews are data collection techniques are carried out by asking questions directly to related parties who are considered to understand the problems under study. The unit of data analysis is the unit that is the object of research. The object of this research is the Impact of Digital Divide on the Development of E-government in the Sinjai Regency.

In this study, the researcher took a sampling technique using a purposive sampling technique, namely a data collection technique with certain considerations, for example, the person is considered to know about what data we need in research, or at least they help us in collecting data to make it easier for us. The informant to be interviewed is responsible for managing the physical documents of staffing. The informants in question are: Head of Aiptika Diskominfo Kab. Sinjai; Head of Head. Information BKPSDMA Kab. Sinjai; Head of HR Development BKPSDMA Kab. Sinjai; Secretary of the West Sinjai Sub-district; Secretary of the North Sinjai Sub-district; Secretary of the Pulau Sembilan sub-district head; and one community leader each from West Sinjai District, North Sinjai District, and Pulau Sembilan District. According to Miles,

Huberman, and Saldana (2014) Activities in analyzing qualitative data include data collection; data reduction; data presentation; and conclusion.

## RESULTS AND DISCUSSION

### Infrastructure

Infrastructure is a supporting facility in accessing or using an ICT, the infrastructure in question can be electricity, internet, and hardware (hardware) such as computers, laptops, or smartphones (Badri, 2016; Dewi, Windoro, & Pura, 2021).

Electricity facilities, where in general, people in both sub-districts and villages throughout Sinjai Regency have felt electricity with 24-hour usage, including people on Pulau Sembilan whose territory is far from the urban area of Sinjai Regency but the people already enjoy electricity. There is now a use of electricity that uses a prepaid system and a postpaid system. In addition, there are still villages/hamlets that have not experienced the infrastructure, this is very burdensome for the community in getting services, while villages that have not experienced these facilities include Bonto Katute village, Kompang village, Puncak village, and Laha-laha hamlet.

For the internet, the Sinjai Regency Government in this case the Sinjai Regency Communication, Information, and Encryption Service has carried out several activities related to internet availability in Sinjai Regency both among ordinary people and among employees as well as internet availability both in cities and villages. The information provided by these informants has provided an answer that the current internet in Sinjai Regency is very easy for people to get, both in government circles and among the community.

Based on the observations made that the device hard (Hardware) such as a computer, laptop, or smartphone provided by the government for civil servant and honorary staff in government agencies have been fulfilled. While in the device society hard (Hardware) such as computers, laptops, or smartphones they own and buy according to their needs and requirements. For example, ordinary people are merchants online Of course, the device he needs to help smooth his business is a laptop or laptop smartphone connected to the internet network.

### Skills

Skills or a person's ability to use technological devices is needed so that the presence of computers and the availability of internet access can be utilized to the fullest (Nilsson, 1995). Based on the results of observations made, it was found that the low skills The people in Sinjai Regency, especially those in the village, in using technology tools, the community states that they are still in the stage of introduction or learning to use technological devices.

The results of the interview obtained information that the government made efforts to realize the development goals of E-gov. By reducing the digital divide in government agencies, civil servant is expected to be willing to consciously develop its capabilities by providing training and the availability of very adequate facilities.

## **Utilization**

The utilization of technology is also one of the important components that can be used to find out whether there is a digital divide in an area (Praditya 2014). From the results of interviews conducted, it can be concluded that the development of E-Government Continuously certainly provides many benefits both to civil servants and to the community who are provided with services.

In addition, programs implemented by the government such as the Siadinda program and e-Nikda are local government programs that aim to improve the performance of electronic-based civil servants, while the Pick-up program Online Sehati, Laki Keren from Desa and Pelangi Warga, and Sikapale are programs where local governments provide services to the general public.

## **Information Access**

Based on the results of observations made that access to information for civil servants within the Government of Sinjai Regency is quite complete and good, it's just a matter of how civil servants utilizes the facilities that have been provided to be used as much as possible both in carrying out their duties and presenting reports both to the center and to the public. As for the general public, access to information that is utilized and conveyed to them is still lacking, so it takes time to make these changes.

From the information given by the researcher, the community by measuring their abilities can fulfill the facilities of digital presence infrastructure. it's just a matter of how people access information and programs that have been provided by the government and provide rules, organize and provide convenience for the community.

## **Discussion**

### **Infrastructure**

Researchers found that in electricity facilities in the community in Sinjai Regency there are still several villages or hamlets that have not received these facilities, causing them to experience differences in access or electronic-based services so that villages or hamlets that have not received such access feel the difference in terms of service.

The lack of smoothness of a network or internet access in Sinjai Regency, especially in the village, causes a digital divide from the aspect of internet infrastructure in the village. The reason why the availability of network access in the village of Sinjai Regency is still classified as substandard is that in the village there are only a few providers that provide internet networks. Not only that is a problem for infrastructure, but there are areas of blank spots or network blind spots, the lack of network access for some areas is the reason why villages in Sinjai Regency are experiencing digital divide problems in the infrastructure aspect. In addition, people in Sinjai Regency are relatively few in terms of ownership of technological devices, most of the people still use ordinary cellphones that can only be used to send messages and make calls. This is because there are still many people in Sinjai Regency whose economic status is middle to lower and causes them to assume that access to and ownership of ICT devices is still not a necessity

which causes a digital divide from the infrastructure aspect. Hardware in the district of Sinjai city.

Building resilience in critical infrastructures for smart and connected cities requires consideration of different types of interdependencies (Mohebbi et al., 2020). Modern societies are becoming increasingly dependent on critical infrastructure services. This dependence is not only on the technology used in infrastructures but also on the organizations that manage the infrastructures. Initiatives that assess infrastructure resilience often concentrate on strengthening the physical infrastructure through robustness and redundancy (Brown, Seville, & Vargo, 2017).

### **Skills**

Skill or ability to impact the digital divide in development e-government ownership of the type of ICT alone is not enough to cover the problem of the digital divide if it is not balanced with the skills or abilities to operate the ICT (Greiner, Rubart, & Semmler, 2004). Still, lacking skills or the ability to operate features search engines, lack of personal motivation/willingness, both civil servants, and the public only want to enjoy but do not want to learn, so he remains a person who is less willing to advance.

The ability of the community in the village of Sinjai Regency to operate features/applications on technological devices to support development E-Government is still relatively low, people are still in the stage of introduction or learning to operate features/applications that exist on technological devices, which are different from people in the City of Sinjai Regency as well as a civil servant and non-civil servant most of them are already able to use the application and operate it due to the demands of the job. Many have had to go through digital, so the community, civil servant, and non-civil servant in the city district are already able to operate or use applications that support the development of E-Government.

Many problems of human resource management are solved using the technical, conceptual, and native skills of the managers (Blaga & Boer, 2012). Technology management and staff present different challenges. The staff is highly trained, focused, intense professionals with a high level of motivation and self-direction. Managing ego, broad skills, and individuality require skilled and trained management who understands an effective cohesive team. The main task of a technical manager is to provide support and facilitate their work providing and supporting employees. Technical managers must have a solid understanding of concepts and science. It is more important for managers to have the necessary skills to ensure that tasks are properly assigned and completed. It is more important that managers facilitate support, such as ensuring that groups and individuals within them receive the training and support needed to progress and develop (Epstein & Harding, 2020).

### **Utilization**

The use of technology for a civil servant in the government environment of Sinjai Regency is quite good and easy, while the community using technology for them takes time, especially in the conditions of our region, it is not easy for all people to take advantage of technology from the government by using online-based service programs.

The research conducted shows that the use of online-based service programs for a civil servant in the government of Sinjai Regency is quite good and easy, while the availability of

technology for them to be able to take advantage of it does take time, especially in the conditions of our region, it is not easy for all people to access information from the government with technology.

If the organization provides opportunities for employees to engage in career development experiences (i.e., job creation, informal leadership, mentoring relationships), politically highly qualified employees will take advantage of these opportunities and take advantage of their additional knowledge, skills, abilities, and skills. experience to make a unique contribution, providing valuable human resources for the organization. Furthermore, capitalizing politically highly qualified employees on opportunities to undertake career development opportunities will result in positive outcomes for employees (i.e., increased job satisfaction and reputation) and the organization (i.e., increased organizational commitment) (Russell, Ferris, Thompson, & Sikora, 2016).

### **Information Access**

In the current information age, the right to access information has become a basic right for everyone. But behind this basic right, there is a gap between people who have access to information and people who do not have access to information.

Providing access to information for civil servants within the government of Sinjai Regency is quite good and easy, while the availability of technology for them to be able to take advantage of it does take time, especially in the conditions of our region, it is not easy for all people to access information from the government with technology.

The research conducted shows that the provision of access to information for civil servants within the government of Sinjai Regency is quite good and easy, while the availability of technology for them to be able to take advantage of it does take time, especially in the conditions of our region, it is not easy for all people to access information from the government with technology.

Access to Information regimes is under unrelenting challenges from state actors. An Access to Information regime would be highly desirable to be regulated along with data protection issues, given the interrelated overlap with relevant technology issues (Kirkham, 2018).

### **CONCLUSION**

Based on the formulation of the problem and the results of research conducted by researchers regarding the digital divide on the development of E-government in Sinjai Regency, it is concluded that the availability of infrastructure in the development of E-government with digital use, namely: the availability of electricity infrastructure by the community There are still those who have not felt the benefits of electricity which greatly influences the development of e-government in Sinjai Regency; Availability of Internet/ Network Facilities is an absolute prerequisite. As already stated, e-literacy (or electronic technology literacy, especially Internet technology) is very strategic for the development of E-government at the district and village levels; There are still many people in the village of Sinjai Regency whose economic status is

middle to lower and causes them to consider access and ownership of ICT devices to be still not a necessity, different from urban communities making smartphones or hardware a necessity of life in the era of E-Government-based services. which causes a digital divide from the aspect of Hardware infrastructure in the Sinjai City Regency.

Individual Needs, Utilization of Online-Based Service Programs in the Sinjai Regency community can then be described for presentations for civil servants to be fully utilized (100%) due to all civil servants needs to be based on information technology, while for people both in cities and in villages the percentage achievement only 50% for its use, while 50% is not utilized due to limitations or different abilities of the community in using its technology. For civil servants in the government of Sinjai Regency, it is quite good and easy, while the availability of technology for them to be able to use it does take time, especially in the conditions of our region, it is not easy for all people to access information from the government with technology.

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