



# The implementation of e-government for village good governance in South Misool, Raja Ampat

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ARTICLE INFO	ABSTRACT
<p><b>Article history</b> Received: 2024-08-01 Revised: 2024-11-16 Accepted: 2024-11-18 Published: 2024-11-19</p> <p><b>Keywords</b> E-Government Governance Implementation South Misool Village Government</p>	<p>This community service aims to implement E-Government as a solution to improve village governance in South Misool, Raja Ampat. Villages in the region often face challenges in managing public administration effectively and transparently, especially in the context of remote islands. The methodology of this service is Preparation, Interview, Socialization, Evaluation, and Reporting. Socialization in this service uses the method of lectures, discussions and sharing sessions. Socialization to improve knowledge and skills about e-government and efficient and effective village governance in South Misool, Raja Ampat. In South Misool, Raja Ampat, the implementation of E-Government reduces bureaucracy and increases the accountability of village governments. In addition, E-Government can help improve the quality of village apparatus human resources through mentoring and technology training, so that they are better prepared to face modern challenges. The results of this service are increasing knowledge of E-Government Implementation for Village Government Governance in South Misool, Raja Ampat (80%), Increasing human resource skills in using E-Government (70%), Increasing knowledge related to e-government-based governance (90%), Increasing knowledge related to public services (90%). It is very necessary to carry out similar activities by carrying out the village government needs to improve technological infrastructure, including adequate internet access and the necessary hardware, to support the implementation of E-Government in the Village Government in South Misool.</p>
<p><b>Kata Kunci</b> E-Government Misool Selatan Implementasi Pemerintah Desa Raja Ampat</p>	<p><b>Implementasi e-government untuk tata kelola pemerintahan desa yang baik di Misool Selatan, Raja Ampat.</b> Pengabdian kepada masyarakat ini bertujuan untuk mengimplementasikan E-Government sebagai solusi untuk meningkatkan tata kelola pemerintahan desa di Misool Selatan, Raja Ampat. Desa-desa di wilayah ini sering menghadapi tantangan dalam mengelola administrasi publik secara efektif dan transparan, terutama dalam konteks kepulauan yang terpencil. Metodologi pengabdian ini yakni Persiapan, Wawancara, Sosialisasi, Evaluasi, dan Pelaporan. Sosialisasi dalam pengabdian ini menggunakan metode ceramah, diskusi dan sharing session. Sosialisasi untuk meningkatkan pengetahuan dan keterampilan tentang e-government dan tata kelola pemerintahan desa yang efisien dan efektif di Misool Selatan, Raja Ampat. Di Misool Selatan, Raja Ampat, penerapan E-Government mengurangi birokrasi dan meningkatkan akuntabilitas pemerintah desa. Selain itu, E-Government dapat membantu meningkatkan kualitas sumber daya manusia perangkat desa melalui pendampingan dan pelatihan teknologi, sehingga mereka lebih siap menghadapi tantangan zaman modern. Hasil dari pengabdian ini yakni Peningkatan pengetahuan Implementasi E-Government Untuk Tata Kelola Pemerintah Desa di Misool Selatan, Raja Ampat (80%), Peningkatan keterampilan sumber daya manusia dalam menggunakan E-Government (70%), Peningkatan pengetahuan terkait tata kelola pemerintahan berbasis e-government (90%), Peningkatan pengetahuan terkait layanan publik (90%). sangat diperlukan kegiatan sejenis dengan melakukan Pemerintah desa perlu meningkatkan infrastruktur teknologi, termasuk akses internet yang memadai dan perangkat keras yang diperlukan, untuk mendukung pelaksanaan E-Government di Pemerintah Desa di Misool Selatan.</p>

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## INTRODUCTION

The implementation of e-government requires the development of digital infrastructure, such as internet networks and technological devices that can accelerate innovation in villages. Governance at all levels, including at the village level, continues to be improved by the Indonesian government. E-Government is one of the suggested approaches, which aims to make governance transparent, more effective, and responsive to the needs of the community by utilizing information and communication technology (ICT) to support administrative processes, public services, and decision-making. E-Government is an effort to make governance operate electronically (Sulastri et al., 2021). Technology simplifies the way we work to help society (Pujiyono et al., 2023). Recording electronic data (big data) and increasing internet connectivity to physical devices (internet of things) are indicators of the development of the Society 5.0 Era. Electronic ledger recording (block chain) is emerging as a new system in today's technology (Munzir et al., 2023). Information systems and information technology can help organizations with high performance, productivity, and efficiency. Additionally, this system can serve as significant strategic and operational roles (Heriyanto, 2022). For public services, it has started using e-government. Many government agencies have also begun to use information technology as a medium to help them run public business and disseminate public information (Inna et al., 2024). IT-based development must be carried out in all parts of government to improve public services (Lestari et al., 2022). Government services must be transparent, accountable, and can avoid deviations to be more effective and efficient (Darmawan & Dwiharto, 2019). Information and communication technology makes e-government more efficient, cheaper, and more responsible (Kadir et al., 2023). The Government of Indonesia issued Presidential Instruction No. 3 of 2003 concerning National Policies and Strategies for the Development of E-Government to demonstrate the advantages of e-government (Atmajaya & Wirata, 2021). Therefore, e-Government is an important tool to realize good governance, known as transparent, inclusive, and fair governance (Martaliah et al., 2024).

As part of Raja Ampat Regency, South Misool has great potential in many ways, such as tourism, fisheries, and marine. However, limitations in village government management make this potential not fully utilized. In an effort to improve public services and village resource management, some of the main obstacles are the minimal use of technology and conventional administrative processes. Village independence can be achieved through development optimization in the context of implementing village government (Andriyan et al., 2022). Utilizing information and communication technology to manage the village government system can offer several advantages, including aiding in the decision-making process (Fitri et al., 2017). Information and communication technology (ICT) today can help improve governance performance (Rizal et al., 2022). The need for effective and efficient services is increasing along with the increasing critical awareness of the public towards the fact that the existing bureaucracy is an inefficient, complicated, and convoluted bureaucracy with high costs (Diana et al., 2024). Therefore, it is very important to develop various platforms and applications that can help the village government carry out its responsibility to provide public services to the community (Eprilianto et al., 2021).

The implementation of e-government in South Misool will greatly change the administrative process that previously took a lot of time and money. The electronic system will make data and information more accessible to the community, increasing the transparency and accountability of the village government. The public can access a variety of public services online, which increases convenience and reduces the need to come directly to the village office. Faster, more informed decision-making will be supported by easily accessible and integrated data. E-government is any action that uses information and communication technology to improve the efficiency, effectiveness, transparency, and accountability of the government (Pertiwi et al., 2021). In today's rapidly evolving technology landscape, digital government transformation is essential. Some of the important reasons for this transformation are increased efficiency, cost savings, and increased citizen engagement (Andriyan et al., 2024). E-government is increasing public service efficiency, even though infrastructure is still the most important factor in smaller areas (Pertiwi et al., 2021). Progress in the infrastructure, social, economic, and cultural fields of a village can show the independence of the village. This can be achieved through the readiness of all parties and good village governance (Taufiq et al., 2019). The most important aspect of the implementation of village government is the way in which the village government can improve the welfare of its community and increase its competitiveness (Rohayatin et al., 2024). High-quality human resources and good infrastructure are needed for the successful use of information and communication technology (Lestariyono & Ratnasari, 2024).

However, the implementation of e-government in South Misool faces several problems, including limited internet access and uneven network quality across villages. Many village employees are not familiar with the use of information technology. There is a tendency to maintain old systems and procedures. In fact, policies and implementation of empowerment and development programs that are not based on accurate information are problems in effective and efficient village management (Rizal et al., 2022). The concept of good governance prioritizes transparency that can be interpreted in implementing good governance (Munzir, 2022). One of the objectives of government administration is to increase the usefulness of the results of government administration and services provided to the community (Andriyan, 2021). One of the main obstacles to implementing e-government is the policies that must be made by local governments, while the commitment of local governments to assist village governments with e-government is not optimal (Yuliatin et

al., 2023). As e-government evolves, the need for a democratic process to improve decision-making processes by providing opportunities for participation in all sectors through communication and information is increasing (Anggreni & Purnamasari, 2022).

Governments at the village level are responsible for managing public policies and community services well. The villages in South Misool, Raja Ampat, however, often face problems in obtaining information. This is due to the geographical distance far from the administrative center, lack of resources, and poor accessibility of information. This condition has an impact on accountability, transparency, and community participation in local decision-making. The Village Government has a very important role as a community service center (Taufiq et al., 2019). Village governments, as the front line in public services, must prepare the capabilities of village apparatus for community-based services and development planning using information technology. Digital technology implementation increases public efficiency and participation in public services (Hamim et al., 2024). The success of e-Government depends on careful strategic planning for information systems (Watrianthos et al., 2019). In addition, to implement an electronic government system in the village, sophisticated human resources are needed and can quickly adapt to the needs of the times (Ahmad et al., 2022). Another common problem is the inability of village bureaucratic officials to demonstrate involvement, transparency, and accountability in their day-to-day duties (Gustiani & Hertanto, 2024). Human resource expertise is important when starting, implementing, and supporting e-government (Subhan, 2019).

The importance of digital system integration to support the efficiency of village governance (Wiyanto et al., 2023). E-government helps village governments manage administrative and population data (Sulastrri et al., 2021). An independent village is an example of a village community that has a strong desire to progress, produces products with village or local characteristics that make the village proud, and has the ability to meet their own living needs (Mulyana et al., 2023). Each village faces different problems and has characteristics that are difficult to generalize (Pujiyono et al., 2023). Using information and communication technology to manage the village government system can help with decision-making, be an input in development planning, and make the village apparatus responsible for government operations. This will result in transparent, accountable and self-sufficient governance, which will reduce the digital divide and encourage people's economic growth (Fitri et al., 2017).

In this situation, the implementation of E-Government is a relevant solution to increase the effectiveness and efficiency of village governance. It leverages information and communication technologies to provide public services electronically, provide quick and transparent access to information, and increase community participation in local development processes. Villages in South Misool can harness the potential of digitalization amid rapid technological advances to strengthen local government capacity and overcome administrative challenges. Policies and practices related to stakeholders, relevance, principles, compliance with legal obligations, respect for the environment and society, and commitment to business practices that support sustainable development (Munzir, et al., 2023). Innovation and technology used by the government can allow more parties to be involved in solving problems and offer comprehensive solutions (Yamin, 2018).

By implementing e-government, village governments are expected to make finance, data management, and decision-making smarter. In addition, it is hoped that the use of this technology will allow for the improvement of the quality of public services that are more in line with the needs of the local community and foster trust between the community and the village government. Therefore, this service aims to support the progress and economic and social independence in the villages in South Misool by implementing innovative technological solutions. According to Presidential Instruction Number 3 of 2003 on National Policies and Strategies for e-Gov Development, the government has committed to developing e-Gov, but the implementation of the policy has not been completely smooth at the local government level, which poses a challenge for e-Gov as the main tool of the government. A factor hindering the growth of e-Gov is the fear of change. According to Law Number 6 of 2014 concerning Villages, Village e-Gov can help village governments modernize by implementing Information Technology (Diana et al., 2024). In accordance with the Village Law, e-Government is considered the right tool to support the tasks and functions of village government effectively, efficiently, on target, effectively, transparently, and fairly (Sulismadi et al., 2017). E-government is an innovation that comes from an electronic-based government process, and is currently very popular due to advances in information technology. The goal is to improve efficiency, effectiveness, transparency, and management responsibility. An organization seeks to increase public value to overcome the challenges of today's era of globalization (Nuralim & Navasari, 2023). The most anticipated advantage of e-government is the increase in efficiency, convenience, and accessibility of public services (Kuswandi et al., 2018).

The villages in South Misool, Raja Ampat, face various problems with an effective system of government. Village communities face difficulties in obtaining relevant public information and village government policies due to the remote location of the islands. This limited information can prevent people from participating in local decision-making processes and reduce government transparency. Villages in South Misool often face problems with adequate information technology infrastructure and human resources trained in technology management. This can hinder the adoption of new technologies such as E-Government. Unorganized administrative conditions can lead to a lack of transparency and accountability in village financial management, resource allocation, and the implementation of development programs. This can have an impact on public trust in the village government. Conventional administrative methods for managing

data and public services can hinder village governments from working more efficiently and meeting the demands of a rapidly evolving society.

By implementing a platform that facilitates access to information, increases transparency and accountability, and increases community participation in village government processes, the implementation of E-Government is expected to address most of these issues. Villages in South Misool can support development and improve operational efficiency by utilizing information and communication technology. To improve village governance in South Misool, this community service program will overcome the challenges of implementing E-Government by building ICT infrastructure, training and capacity building of human resources, and socialization of the benefits and use of E-Government. Villages in South Misool hope to use E-Government to maximize their potential, improve public services, and ultimately achieve better governance.

Based on the explanation of the situation analysis, the problems faced in the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat are Villages face difficulties in obtaining relevant public information and village government policies due to the remote location of the islands. This limited information can prevent people from participating in local decision-making processes and reduce government transparency. Villages in the South of Misool often face problems with adequate information technology infrastructure and human resources trained in technology management. This could hinder the use of new technologies such as E-Government. No good administrative organization can lead to a lack of transparency and accountability in village financial management, resource allocation, and implementation of development programs. This can have an impact on public trust in the village government. Conventional administrative methods for managing data and public services can hinder village governments from working more efficiently and meeting the demands of a rapidly growing community.

The purpose of the E-Government Implementation for Village Government Governance in South Misool, Raja Ampat is to create effective and efficient e-government-based village government governance in South Misool Government. The implementation of e-Government for Village Good Governance in South Misool, Raja Ampat supports one of the SDGs programs number 16 (United Nation, n.d.), it is peace, justice and strong institution. This expands village communities' access to public information and government policies through the E-Government platform, so that the decision-making process becomes more transparent. Society can use information technology to optimize the management of village government administration, including data management, financial management, and implementation of development programs. As a result, such program helps to improve the performance of village government administration, which includes data management, financial management, and implementation of development programs. Also, this action provides ways to increase the transparency and accountability of village governments in terms of financial management, resource allocation, and implementation of development programs. Replacing manual processes with efficient digital processes will reduce administrative costs and time required to deliver information and public services. This work provides an effective e-government implementation model to be used by other villages in the archipelago, especially those facing similar problems in village governance.

## METHOD

The problem faced in the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat is the lack of knowledge and skills about e-government and governance that is not efficient and effective. Villages face difficulties in obtaining relevant public information and village government policies due to the remote location of the islands. This limited information can prevent people from participating in local decision-making processes and reduce government transparency. Villages in South Misool often face problems with adequate information technology infrastructure and human resources trained in technology management. No good administrative organization can lead to a lack of transparency and accountability in village financial management, resource allocation, and implementation of development programs. This can have an impact on public trust in the village government. Conventional administrative methods for managing data and public services can hinder village governments from working more efficiently and meeting the demands of a rapidly growing society.

Addressing Problems in the Implementation of e-government for village governance in South Misool, Raja Ampat includes building an e-government platform that allows the public to access public information and village government policies more easily and quickly. Digitization of processes such as population data management, village finance, licensing, and documentation of government activities improves the efficiency of village government administration. It increases government transparency and accountability through information that is easily accessible and open to everyone. It also facilitates monitoring of budget usage and program implementation. Through the participatory platform provided by e-government, we want to encourage the community to actively participate in the decision-making process and supervise development programs. Provide village and community officials with training and coaching on the use of information technology to improve their ability to manage and use technology. Adopting the e-government system will reduce bureaucracy and speed up public service procedures such as tax payments, population registration, and other administrative services. ensuring that village government public services become more responsive, effective, and accessible so that people are more satisfied and have more trust in the village government.

The implementation of socialization activities on the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat is intended for the Village Government located in South Misool, Raja Ampat which consists of 6 villages, namely Dabatan, Yellu, Usaha Jaya, Kayerepop, Fafanlap, and Yapale. The community service activities carried out aim to increase knowledge and skills about e-government and efficient and effective village governance in South Misool, Raja Ampat. The implementation strategy in the service of the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat can be seen in the following stages of implementation:

1. Preparation

The service team conducted a location survey through initial communication with the Village Government in South Misool, Raja Ampat. From the results of the interview, the service team got a clear picture of the common problems faced by the Village Government in South Misool.

2. Interview

The service team conducted interviews with Village Heads of Village Governments: Dabatan, Yellu, Usaha Jaya, Kayerepop, Fafanlap, and Yapale.

3. Socialization

In this stage, the service team provided an introduction related to the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat to increase knowledge and skills about e-government and efficient and effective village governance in South Misool, Raja Ampat.

4. Evaluation

The evaluation of community service was carried out by the community service team after carrying out service activities and the Institute for Research, Publication and Community Service (LP3M) of the University of Education Muhamamdiyah Sorong.

5. Reporting

In this stage, the service team makes a service report from the service activities that have been carried out as a form of accountability for the implementation of service activities.

The implementation of the E-Government Implementation Service for Village Government Governance in South Misool, Raja Ampat can be seen as follows:

This socialization uses the method of lectures, discussions and sharing sessions.

1. Lectures

By giving a lecture on the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat can increase knowledge and skills about e-government and efficient and effective village governance in South Misool, Raja Ampat.

2. Discussion

The purpose of the discussion method is to enable two-way communication between the Village Government in South Misool and the community regarding the material on the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat. This will encourage everyone to participate in socialization.

3. Sharing session

The demonstration method was used to help participants learn material on the Implementation of E-Government for Village Government Governance in South Misool, Raja Ampat with hands-on practice.

The implementation of service activities will be carried out from May 1, 2024 – May 30, 2024. The description of the implementation of service activities can be seen as follows:

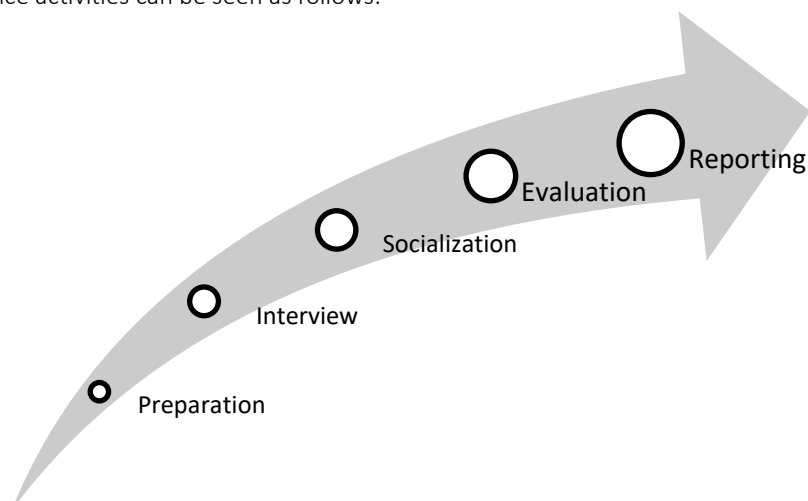


Figure 1. Stages of Implementation of Service Activities

## RESULTS AND DISCUSSION

One of the objectives of the community service activity called e-government Implementation for Village Government Governance in South Misool, Raja Ampat is to increase knowledge and skills about e-government and effective and efficient village governance in South Misool, Raja Ampat. In addition, by disseminating information about the Implementation of e-government for Village governance in South Misool, Raja Ampat, the village government in South Misool will have the ability to implement using technology, village administration becomes more efficient in managing data, finance, licensing, and documentation of government activities. e-government increases the accountability of village governments to the community and makes financial management and development programs more transparent. Through a participatory e-government platform, the community is asked to actively participate in the local decision-making process and monitor the implementation of development programs. Population registration, tax payment, and other administrative service applications become faster and more effective. Village and community officials have new skills in the use of information technology; This increases their capacity to manage and utilize technology for the benefit of the village.

For village governance in South Misool, Raja Ampat, the implementation of e-government is a strategic step that aims to improve administrative efficiency, improve the accessibility of public services, and increase community participation in the development process. e-government allows village governments to manage data more efficiently, including population administration, finance, development planning, and general resource management. Technology can speed up and simplify administrative processes, reducing bureaucracy and human error. e-government can also increase transparency in financial management and allocation of village resources. By providing information openly through digital platforms, the public can more easily monitor the use of the budget and the results of development programs. This also increases the level of responsibility of the village government to the community. People in South Misool can use the internet to get government services such as tax payments, permits, population registration, and other information. This reduces geographical and time barriers, and makes it easier for people who live in remote or hard-to-reach areas.



Figure 2. Socialization of e-government implementation for village governance in South Misool, Raja Ampat



Figure 3. Discussion with the village government and the Community



Figure 4. Sharing session with the Village Government and the Community



Figure 5. Joint Q&A with the village government and the Community

The achievements in the implementation of this service activity can be seen in Table 1.

Table 1. Implementation of Service

No.	Output Target	Achievement Indicators
1.	Village communities face difficulties in obtaining relevant public information and village government policies due to the remote location of the islands. This limited information can prevent people from participating in local decision-making processes and reduce government transparency.	Increasing Knowledge of E-Government Implementation for Village Government Governance in South Misool, Raja Ampat (80%)
2.	Villages in South Misool often face problems with adequate information technology infrastructure and human resources trained in technology management. This could hinder the use of new technologies such as E-Government.	Improvement of human resource skills in using E-Government (70%)
3.	No good administrative organization can lead to a lack of transparency and accountability in village financial management, resource allocation, and implementation of development programs. This can have an impact on public trust in the village government.	Increase in knowledge related to e-government-based governance (90%)
4.	Conventional administrative methods for managing data and public services can hinder village governments from working more efficiently and meeting the demands of a rapidly evolving society.	Increased knowledge related to public services (90%)

E-Government can help people be more involved in the local decision-making process. Not much technology infrastructure is available, uneven internet access, and the ability of human resources to manage information technology are the main problems in implementing E-Government in South Misool. For the implementation to be successful, the solution to this problem must be considered specifically.

This service was attended by 32 people consisting of representatives of the Village Government: Dabatan, Yellu, Usaha Jaya, Kayerepop, Fafanlap, and Yapale. This service is expected to solve the problems faced by the Village Government in South Misool, Raja Ampat.

## CONCLUSION

In South Misool, Raja Ampat, the implementation of E-Government has great potential to improve village governance. Villages can use digital technology to improve public services, transparency, and community participation in the decision-making process. E-Government reduces bureaucracy and increases the accountability of village governments. In addition, E-Government can help improve the quality of village apparatus human resources through mentoring and technology training, so that they are better prepared to face modern challenges. There is an increase in knowledge of the implementation of E-Government for Village Government Governance in South Misool, Raja Ampat (80%), improvement of human resource skills in using E-Government (70%), increase in knowledge related to e-government-based governance (90%), increase in knowledge related to public services (90%). As for the suggestions for further service activities and as an effort to plan the follow-up of this activity, it is very necessary for similar activities by carrying out village governments need to improve technological infrastructure, including adequate internet access and the necessary hardware, to support the implementation of E-Government in the Village Government in South Misool.

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