

Transformation of the State Civil Apparatus Communication System in Public Services in Sukamakmur District Bogor Regency

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Abstract

Advances in the field of information communication and technologies have enabled people to access information and knowledge from various sources, in all parts of the world, so that physical "separation" no longer limits the space for thought and creativity in advancing people's lives. However, it is a fact that internet network facilities in Indonesia are still focused on urban areas. Based on this, it is very necessary to transform the communication system of the State Civil Service through information communication and technologies in public services in Sukamakmur District. Communication is an integral part of human life from birth to death, therefore communication is defined as the process of exchanging information between individuals. The research objectives are: Identifying the ICT services used, explaining views on ICT devices; Describe the ability to use ICT systems. The research design is descriptive qualitative. The sampling in the research is in two or more stages. The data collected is primary and secondary data. Data collection techniques are observation, interviews and FGD. Data analysis through content analysis and Likert scale. The research results show that most state civil servants prefer internet cafes, DISC and internet cafe services. On the other hand, they use computers, WA and telephone. The services produced are administrative services, goods services and services. One of the important elements is transparency, non-discrimination, non-closure, no social polarization, fairness to all without distinction of religion, ethnicity, race and class. The State Civil Apparatus is very capable of operating ICT and quite capable of operating ICT. This means that there is success in utilizing ICT tools

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1. Introduction

The development of information communication technologies (ICT) has motivated people to seek out various science and technology and thus the development of global science and technology has become more easily accessible to anyone, and no longer limits everyone's space for creativity to develop their personal capacity. However, it is acknowledged that rural areas still lag behind the development of information communication technologies (ICT), and more development in urban areas.

In the past, the State Civil Service communication system in public services mostly used three types of media (1) face to face at the office, (2) through correspondence via the local post office, (3) interlocal at the telecommunications office, and even then had to go to the capital. district because there is a telecommunications office there. This is what makes rural areas always lag behind in conveying important information to local communities

To increase the development of information communication technologies (ICT), the government designed the Universal Service Obligation (KPU) program to develop telecommunications technology in order to provide community services in rural areas. This Universal Service Obligation (USO) has been formulated in the Minister of Communication and Information Regulation Number 32/PER/M.KOMINFO/10/2008 [14] and Number 48/PER/M.KOMINFO/11/2009 [15] which is currently a facility Telephone services have been built in 31,824 villages in 2009, and internet in 4,218 sub-districts in 2010, and internet access in 31,824 villages in 2013. The presence of internet instruments through the District Internet Service Center (DISC), Dring Village and Internet Cafe programs has been achieved. include the State Civil Apparatus in Sukamakmur District, Bogor Regency in the global, national and local information network in the district. The State Civil Apparatus in serving the community, which is expected to continue continuously so that both the State Civil Apparatus and the Community are not left behind in keeping up with advances in information communication technologies (ICT). Based on the information communication technologies (ICT) problem, it is very necessary to transform the communication system of the State Civil Service through information communication technologies (ICT) in public services in Sukamakmur District. Communication is an integral part of human life from birth to death, therefore communication is defined as the process of exchanging information between individuals [2].

In relation to the services of the State Civil Apparatus in serving the community, to obtain transparent services is through identifying various community interests. This is where communication is needed between the State Civil Apparatus and the community. The communication that is built is interpersonal communication within the community in Sukamakmur District with the State Civil Apparatus. This kind of communication pattern will create a driving force to meet the needs of the community. The communication pattern in question is none other than a communication network between stakeholders in maintaining the intensity of relationships between stakeholders so that the process of reaching people's needs can be successful [5]. The interaction analysis model that is used as a reference for understanding social interactions between stakeholders is the interaction of a

number of individuals who are integrated to form one social system. The existence of interactions at the system level, two indices are used as structural variables, namely the connectedness system and the openness system. System connectedness is the degree of member of a system. communicating among sub-systems which can be calculated from the amount of flow of recorded individual information, while system openness is the degree to which individuals in a system share experiences with systems outside the individual concerned. The index of the development of social interaction can be assessed in both systems, which is why individuals in the system is placed as the focus of analysis [13].

Meanwhile, in serving the interests of society, according to [12], whatever activities are carried out by employees, several individuals handle each activity well in a unit or group and provide satisfaction even though the outcome is not determined by a material result. An activity model in order to improve the operations and services of internet instrument services in Sukamakmur District in serving the community, namely the presence of maximum activities and empowerment of ICT communication facilities access services through e-government (electronic services).. E-government (electronic services).) is intended to prevent the existence of "back roads", "pelican money" and so on in order to redesign the negative image and seriously eradicate and change it with a more fair and open government arrangement

2. Research Objectives

According to the explanation stated in the background above, this research aims to:

- a. Identify ICT services used by State Civil Apparatus;
- b. Explain the views of the State Civil Apparatus regarding ICT Devices;
- c. Describe the Capability of State Civil Apparatus in Using ICT Systems

3. Materials and Methods

Method, Place and Implementation

The method used in this research is descriptive qualitative, while the research location is in Sukamakmur District, carried out September-October 2023 .

Determination of the sample

Determination of the research sample in stages [9] with the following steps: a. Determine the first population of 40 sub-districts, then take them as the first sample b. The first sample was placed as the second population, one sub-district was taken as the second sample, namely Sukamakmur sub-district c. The second sample was positioned as the third population, namely 10 villages, respondents were taken to participate in the FGD forum d. Then 10 villages/sub-districts were taken by the Village Head and Village Secretary, sub-district staff and several other functional positions totaling 35 people as FGD participants. In qualitative research, even under 30 informants are considered representative to be used as FGD participants in this research [11].

4. Data Sources and Methods of Collection

Research data comes from informants, while secondary data comes from various relevant sources. Meanwhile, the method of collection is through observation to see how informants use ICT devices [10]. Ritzer revealed that the observations were carried out in order to find out the reality of ICT use.

5. Data Analysis

Data is processed through: (a) Editing, (b) Tabulation, (c) Cleaning, (d) Graphs, (e) Data entry into the Excel program, and narrated via MW [4], Data is analyzed using qualitative analysis via stages of data reduction, data display, and drawing conclusions/verification simultaneously [3]. Apart from qualitative data narratives, informant perception data is also analyzed using a Likert scale [7]. After the perceptions are analyzed using a Likert scale, then interpretation is carried out using the Weight Mein Score analysis technique. (WMS)

6. Results

ICT services used by State Civil Apparatus

The research results show that as many as 11.5 percent go to Internet Cafe services, while as many as 5.2 percent of students go to DISC services, meanwhile as many as 71.4 percent of State Civil Apparatus go to DISC services , while as much as 17.1 percent went to internet cafe services.

Table 1: Identification of ICT Services used by State Civil Apparatus

Number	Services	Number of Informants	Percentage
1	Dring Village	4	11,5
2	Smart Village	0	0,0
3	DISC	25	71,4
4	Internet Cafe	6	17,1
	Total	35	100.0

The research results show that as many as 42.9 percent of the State Civil Apparatus use computer programs, while as many as 28.6 percent of the State Civil Apparatus use the WA program, while the number is 8.6. State Civil Servants use telephones.

Views of State Civil Servants towards ICT Tools

Perceptions of informants, in this case State Civil Servants who want to achieve success in their work through FGDs to find out verbal expressions about the use of ICT. The problem that arises then is how to study the verbal expressions in question and then deal with the principle issues raised during the dialogue while still being guided by the interview guidelines.

The informant's view can be understood as an explanation that is subjective in nature. It is not something that is made up, but based on a situation that they certainly feel. To find out the informant's view about ICT, it is necessary to design a relevant view. For this matter, the author puts forward the formulation "Transformation of

communication systems through ICT" in community services into a paradigm which according to [10] is the "social facts paradigm".

This paradigm led to the study "Transformation of communication systems through ICT" using a sociological approach as presented by Emile Durkheim, namely that the reality of the activities of the State Civil Service was placed at the core of the thinking in the research. This. To know the reality of a situation like this requires an understanding of objective conditions or the preparation of real data outside the researcher's scenario. The important meaning of Durkheim's expression lies in his attempt to explain that the reality of the activities of the State Civil Service regarding "Transformation of communication systems through ICT" cannot be studied through the structure of thought. others. The reality of the activities of the State Civil Service needs to be seen in the real world of the State Civil Service itself, so the method used is dialogue.

The basic formulation is alluding to objective conditions. The assumption is that by knowing the real situation of State Civil Apparatus activities, of course discussions about the ability and success of using ICT tools will become more accurate according to the views concerned. Decree of the Minister for Controlling State Apparatus Number 58 of 2002 can categorize three types of public services from government bureaucrats, State-Owned Enterprises (SOE), as well as Regional-Owned Enterprises (ROE), namely (1) administrative services (2) goods services and (3) services. and other public services. There are respondents' answers to ICT tools in serving population administration as listed in the following table.

Table 2: Identification of Office Services Used by State Civil Apparatus

Number	ICT Program	Number of Informants	Percentage
1	Computer	15	42,9
2	Emails	3	8,6
3	Websites	2	5,7
4	WA	10	28,6
5	Telephone	3	8,6
6	SMS	2	5,7
	Total	35	100.0

Table 3: Respondents' answers to Population Administration Services

Number	Alternative Answer	f	(x)	f (x)	$M = \frac{\sum f(x)}{n}$
1.	Very Good	20	5	100	155 / 35
2.	Good	10	4	40	
3.	Pretty good	5	3	15	
4.	Not good	0	2	0	
5.	Very Bad	0	1	0	
	Total	35		155	4,4

This means that public services in the administrative sector provided to the community are at a Very Good level (A). Meanwhile, goods services, services and other public services are considered quite good. Apart from providing services to these three types of services, it is also necessary to pay attention to service quality. The results of the research show that the quality of public services, one of the important elements, is transparency in the sense of non-discrimination, not being secretive, not carrying out social polarization, being fair to all parties without distinguishing between religion, ethnicity, race and class. The respondents' answers to public service transparency are as listed in the table below.

Table 4: Respondents' answers to transparency in public services

Number	Alternative Answer	f	(x)	f (x)	$M = \frac{\sum f(x)}{n}$
1.	Very Transparent	20	5	100	155 / 35
2.	Transparent	10	4	40	
3.	Fairly Transparent	5	3	15	
4.	Not transparent	0	2	0	
5.	Very Not Transparent	0	1	0	
Total		35		155	4,4

This means that the public services provided to the community are at the Very Transparent (A) level. From the research in table 4 above, several arguments can be put forward as explained below.

Public Services

Conceptually, public services are conceptualized as every activity carried out by government bureaucrats for the public that is profitable and can feel satisfaction from the service, because the output can be seen, enjoyed, touched and felt by the public [6]. So service is a person's sincerity to serve needs and requirements in accordance with the rules and service ethics that have been determined.

Quality of Community

Service. Quality of service is meaningful as a linguistic expression that has a relative meaning because the explanation is still abstract. A quality can be used when measuring, comparing and analyzing a problem or an event based on a standard or criterion that has been determined and the specifications have been decided. If these standards and criteria are met then the quality of an event can be said to be good, conversely if the standards and criteria are not met then the problem can be said to be bad. In the view of [6] that the main quality of service can be seen from (1) services that are open, not closed, easy and can be achieved by all people who need them and can be provided adequately and easily understood by the public (2) community services can be accounted for according to the rules (3) community services are based on the conditions and capabilities of service providers and service recipients, namely the community, while still being guided by the values of efficiency and effectiveness (4) community services must encourage citizen participation by seriously paying

attention to the wishes, needs and aspirations of the community (5) community services prohibit social polarization, including polarization of ethnicity, race, religion, class and social status (6) community services must continue to pay serious attention to the elements of justice between providers and recipients of community services. In changing services provided by the government, problems with government services must be identified. what happened today. The question is why do types of government services need to be understood? The reason is that this type of institution has limitations when providing services to its people.

This limitation can be seen from the service culture which still contains social polarization between officers and the community, including (1) the system of bribing officers, in the sense that whoever gives the money is served first, (2) the social strata system, in the sense that the person who comes is a officials or occupy high social strata such as officials, community leaders, traditional leaders and so on, then they are served first compared to ordinary people, (3) service is based on a kinship system in the sense that if the person who comes is a friend then they are served more easily compared to others. not a friend or relative. These limitations then design a service model which for some citizens is considered irrational, because of the tortuous mechanisms and procedures carried out by the state bureaucracy in obtaining its services, plus it does not make sense, while the people hope that the bureaucracy can solve all the problems faced by society. can be resolved. The extinction of people's hopes that the bureaucracy will be able to provide services to solve the problems faced by citizens, has resulted in people not wanting to deal with government bureaucracy if it is proven by the existence of "back doors", "bribes", "short cuts" and so on which they call bureaucracy. "money" which basically cuts out mechanisms and procedures to quickly obtain services by ignoring other parties [8]

Ability of State Civil Apparatus in Using ICT Systems.

The research results showed that as many as 80.0 percent of State Civil Apparatus said they were very capable of operating ICT, while 11.5 percent said they were able to operate ICT, while 8.6 percent said they were quite capable of operating ICT.

Table 5: Ability of the State Civil Service to Operate ICT in the Office

Number	Ability	Number of Informants	Percentage
1	Very capable	28	80,0
2	Capable	4	11,5
3	Quite capable	3	8,6
4	Unable	0	0,0
5	Very Unable	0	0,0
	Total	35	100.0

This means that the State Civil Apparatus has successfully utilized ICT tools. The research results show that as many as 80.0 percent said that they were very successful in utilizing ICT, while as many as 11.5 percent said they were successful in utilizing ICT, while 8.6 percent said they were quite successful in utilizing ICT. ICT.

Table 6: Success of State Civil Apparatus in Utilizing ICT Tools

Number	Success	Number of Informants	Percentage
1	Very Successful	28	80,0
2	Successful	4	11,5
3	Fairly Successful	3	8,6
4	Not Successful	0	0,0
5	Very Unsuccessful	0	0,0
	Total	35	100.0

To avoid the occurrence of CCN (Corruption, Collusion and Nepotism), the use of ICT is very necessary. So the use of ICT is in the context of the government wanting e-government public services

EGovernment

E-Government is a bureaucratic arrangement that places all parties in an egalitarian and open manner. Government arbitrariness needs to be eradicated to a certain point, while the role of various legislatures and independent institutions is increased which is expected to be a balancing force and carry out the function of social and political control over the running of state administration carried out by the state bureaucracy. Therefore, forms of community empowerment are also increasingly being improved, either through government activities or carried out by non-governmental organizations (NGOs), all of which lead to civil society [1].

This e-governance framework has seriously guaranteed the birth of a government. which is authoritative and open according to the wishes of all the people in the nation state. The question is whether this concept can be put into practice in Indonesia where the social, economic, political and legal conditions and the appropriate mastery of science and technology are not yet as stable as they are today? Most people will feel less confident about the effectiveness of e-governance and e-government practices as long as the quality of human resources is still low. However, this article will actually put forward an idea with full confidence that with the implementation of e-governance and in time e-government must be able to change behavior and attitudes as well as bureaucratic traditions step by step towards a proportional bureaucracy [1].

It is a general view that the bureaucratic reform that is being carried out is in order to realize the creation of good governance and a proportional bureaucracy. The characteristics of the UNDP version of good governance referred to by [6] are: (1) participation; (2) guided by the rules; (3) openness; (4) responding to situations; (5) orientation towards agreement; (6) parallelism; (7) effective and efficient; (8) accountability; (9) strategic vision. Meanwhile, Ganie-Rahman in [1] explains that there are four important variables when implementing good governance, namely: (1) accountability; (2) legal rules; (3) information; (4) openness. Therefore, the function of tools such as information communication technologies (ICTs) is very important in realizing the goals of bureaucratic reform that are aspired to.

In principle, e-governance practice is the application of information communication technologies (ICTs). Of course, it is not the same as information technology (IT) which is widely known by the public. IT has been commonly applied in government environments in developing countries for almost 30 years, but only recently can ICT be used to facilitate and motivate democratic life and clean government. This is due to the characteristics of IT which is only used as a data processing automation tool which is used by the government internally only, while the use of ICTs is intended to support the transformation process from parties outside the government through a process, openness and connectedness of data which is often known as the term digital connections.

This digital openness and connectedness includes: (1) interaction between and within government bodies in the context of "joint-up thinking"; (2) interaction between the government and the people or NGOs with the aim of increasing the accountability of the government itself; (3) interaction between the government and the business community (private sector) with the aim of improving services; (4) interaction between NGOs with the aim of supporting the learning process and synergy between them; (5) interaction between communities with the aim of achieving social and economic development. In other words, the application of e-governance means that there has been a change from e-administration (improving the orderly administration of government) to e-citizens (improving government relations with its citizens), e-services (improving public services) and e-society (interaction and synergy between various components of society). Each of these three domains intersects or synergizes as a force for the creation of good governance through e-governance.

7. Conclusion

From the results and discussion above, several conclusions can be drawn, namely:

1. Most State Civil Apparatus prefer internet cafe services, PLIK services, and internet cafe services. On the other hand, State Civil Apparatus use computer programs, use WA programs and use telephones.
2. Several important elements in public services are transparency in services, non-discrimination, non-closure, non-social polarization, fairness to all parties without distinction between religion, ethnicity, race and class.
3. The State Civil Apparatus is very capable of operating ICT and quite capable of operating ICT. This means that there is success in utilizing ICT devices. Also in using ICT devices they are very successful in utilizing ICT, successfully utilizing ICT, and quite successful in utilizing ICT.

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