

Submission	Review Process	Revised	Accepted	Published
22-10-2022	08-11 s/d 17-11-2022	19-11-2022	23-11-2023	31-12-2022

Jurnal Studi Sosial dan Politik, Vol. 6, No. 2, December 2022 (245-259)

ISSN: 25978756

E-ISSN: 25978764

Jurnal Studi Sosial dan Politik Published by FISIP, Universitas Islam Negeri Raden Fatah Palembang

E-Government Implementation to Support Digital Village in Indonesia: Evidence from Cianjur Village, Bogor Regency

Aniqotul Ummah

Faculty of Social and Political Sciences, Universitas Pembangunan Nasional Veteran Jakarta

Email: aniqotul.ummah@upnvj.ac.id

Siti Maryam

Faculty of Social and Political Sciences, Universitas Pembangunan Nasional Veteran Jakarta

Email: sitimaryam@upnvj.ac.id

Danis Tri Saputra Wahidin

Faculty of Social and Political Sciences, Universitas Pembangunan Nasional Veteran Jakarta

Email: daniswahidin@upnvj.ac.id

Abstract

The implementation of e-government is considered as one of the bureaucratic reforms in terms of improving local public services, in Indonesia itself we can trace starting from Presidential Instruction Number 6 of 2001 concerning Telecommunications, Media, and Informatics, until later Presidential Decree Number 20 of 2006 established the National Information and Communication Technology Council with the aim of accelerating the implementation of e-government. Although referring to the 2020 E-Government Development Index (EGDI) assessment survey issued by the United Nations every 2 years, it shows that Indonesia's position is ranked 88th, up from 107th in 2018, the digital divide and inequality of internet access in various regions are inevitable. Taking a case study of Cijantur Village, Rumpin District, Bogor Regency, in order to support digital village program, this study tries to see the extent of the effectiveness of the implementation of website-based E-Service by the local community. Using a qualitative approach with observation data and literature studies collecting data method, this study concluded that the failure of the implementation of website-based e-government in Cijantur village is influenced by many factors including, residents' knowledge about the use of websites, the orientation of e-government development has not targeted the aspect of utilizing digital economy, and the level of community needs, whereas villages that still lack access to digital tools. This research suggests that there must be attention by relevant officials, so that Cijantur village is no longer an isolated village and strengthening construction and infrastructure of Cijantur village and provide a strong internet network to support the progress of the community in the field of technology.

Keywords: E-Government, Digital Village, Cianjur Village, Bogor Regency

Abstrak

Penerapan *e-government* dianggap sebagai salah satu reformasi birokrasi dalam hal meningkatkan pelayanan publik, di Indonesia sendiri dapat kita telusuri dimulai sejak Instruksi Presiden Nomor 6 Tahun 2001 Tentang Telekomunikasi, Media, dan Informatika, hingga belakangan Keputusan Presiden Nomor 20 Tahun 2006 membentuk Dewan Teknologi Informasi dan Komunikasi Nasional dengan tujuan mempercepat implementasi *e-government*. Meskipun merujuk kepada survei penilaian *E-Government Development Index* (EGDI) Tahun 2020 yang dikeluarkan oleh PBB setiap 2 Tahun tersebut menunjukkan posisi Indonesia berada di peringkat 88, naik dari peringkat 107 di Tahun 2018, tetap saja kesenjangan digitalisasi (*digital divide*) serta ketimpangan akses internet di berbagai daerah tidak bisa terelakkan. Mengambil studi kasus Desa Cijantur, Kecamatan Rumpin, Kabupaten Bogor, untuk mendukung pelaksanaan desa digital, penelitian ini mencoba untuk melihat sejauh mana efektifitas dari penerapan E-Service berbasis website oleh masyarakat setempat. Menggunakan pendekatan kualitatif jenis deskriptif dengan metode pengumpulan data observasi dan studi kepustakaan, penelitian ini berkesimpulan kegagalan implementasi *e-government* berbasis website di desa Cijantur dipengaruhi oleh banyak faktor diantaranya, pengetahuan warga tentang penggunaan website, orientasi pembangunan *e-government* belum menysasar aspek pemanfaatan ekonomi digital, dan tingkat kebutuhan masyarakat, sedangkan desa yang masih minim akses terhadap alat digital. Penelitian menyarankan bahwa harus ada perhatian dari pejabat terkait, agar desa Cijantur tidak lagi menjadi desa yang terisolasi dan memperkuat pembangunan dan infrastruktur desa Cijantur serta menyediakan jaringan internet yang kuat untuk mendukung kemajuan masyarakat di bidang teknologi.

Kata Kunci: E-Government, Digitalisasi Desa, Desa Cianjur, Kabupaten Bogor

INTRODUCTION

Indonesia has entered the age of 77, but it's readiness to face the excitement of technology has always been a problem. In the present days, advancing in technology and knowledge changed the complexion of today's world from the conventional era towards the development of internet-based technology (Mislawaty et al., 2022). This certainly has an impact on changing the direction of social, political and economic life which is required to transform and adjust to these changes (Marthen et al., 2022). The COVID-19 pandemic has also not immediately forced the government to make changes, especially in public services, from conventional to public services by maximizing the internet to be carried out immediately (Fredy & Raegen, 2022). The government bureaucracy must be able to develop the use of information and communication technology in carrying out government activities, facilitate interaction with the public, and encourage accountability, as well as transparency of public services that are effective again efficient (Mislawaty et al., 2022). This can be possible if *e-government* has been implemented properly to all regions in Indonesia (Sabani et al., 2019; Utama, 2020).

The understanding and definition of the concept of e-government has been presented in various international and national literature. The World Bank in Prahono (2015) rightly defines e-government as “e-Government refers to the use by government agencies of information technologies (such as Wide Area Network, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government”. UNDP in Turner et al., (2022) contributes to defining e-government more easily, namely as an application of communication and information technology provided by government agencies. Organizing government with the help of information and communication technology, may be an appropriate sentence to describe the concept of e-government in a general sense (Castro & Lopes, 2022). E-government is a step of public service innovation in improving the democratization process in a country. However, e-government allows the public to access information about government within 24 hours, is not bound by time limits and distances, cuts bureaucratic logistics costs, and most importantly the achievement of effectiveness and efficiency of the public service itself (Sepriansyah et al., 2021; Yenrizal, 2021). In its application, e-government also has relationships and stages that can be seen and distinguished. Relationships in e-government can be divided into 3 (three aspects) which include; (i) Government to Citizen (G2C), which focuses on government online services to its citizens; (ii) Government to Business (G2B), which means the provision of information services to businesses; and lastly (iii) Government to Government (G2G), which means improving information exchange services between local and central governments (B. Irawan, 2013). While in its level, e-government is divided into 4 stages where in the first phase of website appearance, the second phase of interaction, the third phase of transactions, and the fourth phase of transformation (Kromidha, 2012).

In the case of Indonesia, e-government has been becoming one of the greatest solutions in connecting and providing bridge between the government and community in public service sphere. Historically, the application of e-government can be traced for the first time since the issuance of Presidential Instruction Number 6 of 2021 concerning Telecommunications, Media, and Informatics (ICT) which states that government officials must use information technology to support and accelerate the process of good governance (Irawan, 2018). In 2006, through Presidential Decree Number 20 of 2006, the National Information and Communication Technology Council was formed in order to strive to accelerate the implementation of e-government in improving public services (Selwyn, 2004). In addition, it also has a huge impact on the performance of government institutions, one of which is public services that can be accessed 24 hours, are not bound by time and distance, and various other advantages. The government bureaucracy in the regional environment should make the development of internet-based information technology a supporting medium in an effort to streamline performance and services to rural communities (Mardjiono, 2009). Although the results of the E-Government Development Index (EGDI) assessment survey from the United Nations in 2020 placed Indonesia in the order of 88 with a value of 0.66120, it is still far behind the neighboring country Singapore with a value of 0.9150 (United Nations, 2020a). The implementation of e-government in developing countries, such as Indonesia, has several challenges. Some of these challenges include a high digital divide, inadequate electronic infrastructure and lack of skills and competencies for the design, implementation, use, and management of e-government systems (Twizeyimana, J. D., & Andersson, 2019). High e-government failure rates in developing countries, have been identified with estimates that 35% of projects are total failures, 50% are partial failures, and only 15% are successful. The failure of e-government entails many hardships such as loss of time and money, loss of good image of the actors involved and lastly increased costs in the future.

According to Utama (2020) in his research on e-government implementation in Indonesia, bad bureaucratic performance has always been a major problem in e-government implementation. To improve the quality of bureaucratic performance in government institutions, there has a need to introduce public transparency and accountability to increase the role of public control. In addition, according to research by Huda & Yunas (2017) to build a good e-government system in Indonesia, the government should have a commitment to provide informal education in the field of ICT in the state apparatus and society. To synchronize both strategies, it is necessary to build digital communities throughout the region in Indonesia, the most important thing also requires commitment and strong leadership in developing e-government. while in Indonesia it is still concentrated in urban areas with various complex problems as described by ENDANG (2018) where e-government development in urban areas is not yet in focus or are still in the planning stage in e-government in Indonesia.

Nevertheless, e-government in Indonesia, especially local governments, is considered not ready for electronic-based bureaucratic services (Farida & Lestari, 2021; Pratama & Manurung, 2022). This is because there is a c, as well as inequality in internet access (Hadi, 2018; Onitsuka et al., 2018). According to a survey published by APJII (Kominfo.go.id, 2017), the majority of Internet service users in Indonesia live in urban and rural areas compared to far, with a percentage of credit users of 72.41 percent, while rural communities are only 48.25 percent of the total number of internet users in Indonesia as many as 143.26 million people (Oktavianoor, 2020). According to Herman Suryatman in Oktaviani & Arza, (2020) as head of the Legal, Communication, and Public Information Bureau of the Ministry of Pan-RB in 2016, the limited regulations and legal umbrellas and competent human resources in the field of technology are one of the reasons the implementation of e-government in Indonesia has not been maximized. He also said other reasons that are hindering factors include inadequate budgets, lack of data integration between government agencies, and the lack of standardization of infrastructure (Prakarsa, 2017). Beside of that, Sofyani et al., (2020) states that local government websites have not fully provided important and sufficient information for the public. Not all websites contained Local Government Financial Reports, work programs, government development policies, and Performance Accountability of Government Institution Report (PAGIR) (Sofyani et al., 2020). Public trust in the government is also important, where Panagiotopoulos et al., (2019) found that the level of public trust in the government is directly correlated with the high intensity of e-government use by the community. They stated that, the government must first increase public trust if it wants the implementation of e-government to run well (Morote et al., 2020). This trust will have a logical consequence on the public's assessment of the success or failure of a program or policy.

E-Government Development Index (EGDI) released a survey the development internet in Indonesia which shows that Indonesia's position is ranked 88th, up from 107th in 2018, the digital divide and inequality of internet access in various regions are inevitable (United Nations, 2020). Various rural areas in Indonesia found that internet access still poor., even though the number of internet users in Indonesia reaches 143.26 million people, internet users in rural communities in Indonesia only reach 48.25 percent, compared to urban communities which reach 72.41 percent (Oktavianoor, 2020). However, the problem of digital gaps can actually be overcome through strategic commitment between local and regional governments devices as e-government organizers and the community as users of these public services. Research from Aji & Dharmawan (2018) analyzed how the success of Banyuwangi with e-government Smart Kampung able to overcome the digital gap that occurred there by inviting village officials to socialize if there are

new programs or innovations, providing consulting services together with IT personnel, and create information and guidebooks regarding the use of Smart Kampung. In addition to this, the Banyuwangi Regent, who acts as a motivator, drafter, and organizer, often invites Village Heads for monitoring and evaluation, so that a top down communication relationship is created that affirms a joint commitment to streamline the use and implementation of e-government. Significant changes finally began to be seen when Banyuwangi residents who initially saw local officials and lazy village officials, now the community began to judge well because with the Smart Kampung program, each village has a standard service time for each file and "free" information about the service. Village officials are also asked to provide good and friendly services so that residents no longer feel difficult or reluctant to access services. The results of research on the implementation of e-government at various levels ranging from national to regional, we can consider as the main force to correct the shortcomings and pessimism of the application of e-government because previously there was some evidence that stated success. Evidence-based emphasizes the role of existing research, can be a consideration for government policy making or making. Ferro et al., (2013) explains that research can and should be a tool for governments in seeing and achieving their social policy goals through what he calls "social engineering" (Nutley et al., 2007). Of all these things, Davies & Davies (2004) defines evidence-based policy and its practice as an approach that tries to help a person to know well about a policy, program, and project taken from the best evidence available based on research, where research is at the heart of policy development and implementation. The evidence in question must have several characteristics including, such as, availability, accuracy, objectivity, credibility, negativity, negativity, and relevance.

This study analyze the readiness of the Bogor regency government in implementing website-based E-Service public services in the midst of the COVID-19 pandemic in Cijantur Village, Rumpin District, Bogor Regency. Cijantur Village is part of Rabak Village which is located in Rumpin District, Bogor Regency. The area of Rumpin District itself is suspected to have an area of 13,708.57 hectares consisting of 13 villages. It is known that in 2014, the human development index (HDI) in the sub-district was quite high, which was around 71.43 percent, with a Life Expectancy (AHH) of 70.99 percent, a Literacy Rate (AMH) of around 95.60 percent, and an Average Length of Schooling (RLS) of 7.28 percent (Kecamatan Rumpin, 2019). It is known that Rumpin Subdistrict already has their own website with a website url address kecamatanrumpin.bogorkab.go.id which contains several interesting features such as subdistrict profiles, regulations, Geber Maskes (health information), Siaga Ngajuru (puskesmas information), MAGIC or Makanan Gizi Seimbang Untuk Generasi Cerdas (community nutrition services), to Coffee Downstreaming. Although in the end the Rumpin District government already has an e-government innovation in the form of a website, how the community there, especially Cijantur Village, can use this innovation effectively as a form of public service from the local government, will be the main topic in this study.

RESEARCH METHOD

The approach used in this study is qualitative research (Creswell & Poth, 2016). Bryman explains that qualitative research pays more attention to words than numbers, by emphasizing several aspects including; (i) an inductive view of the relationship between theory and research; (ii) the position of epistemology is described as intepretivistist, which has a difference with quantitative research where in qualitative it relies more on an understanding of social life by intepretating that life through participants; (iii) the ontological position is described as constructionist, which implies that social property is the result of interaction between individuals, not phenomena separate from

those involved in its construction (Bryman, 2012). Although much of the literature suggests that qualitative approaches cannot be used as a general approach to research, the highly critical, which ultimately rejects this view by stating the main reason. According to him, qualitative uses the main research methods to collect data that differ from each other.

The data used in this research uses primary data and secondary data in the sense that the primary data used is collected from direct collection by researchers by using certain techniques in qualitative research, while secondary data is collected through data that refers to pre-existing literature, such as books, scientific journals, laws and regulations, and so on. The primary data used, collected using participant observation techniques, where data collection is carried out through observation of the object of observation and directly living together, feeling and being in the life activities of the object of observation (Miles et al., 2018). Wahyuni (2012) also explained that participant observation means paying attention to a group for a long period of time, observing behavior, listening to what is said in conversations both between other people and with others, field workers, and most importantly the part of asking questions. In essence, participant observations will collect further data through interviews and the collection of documents that support the research. On the other hand, secondary data is collected using library research, which according to Nazir Harahap & Anisyah (2021), data collection techniques using library research are data collection techniques by observing journals, literature, books, notes, official government websites and various reports related to the problem you want to analyze.

Data analysis is used to describe data, both in the form of interviews, manuscripts, field notes, documents, drawings, and as the data is described so as to provide clarity to reality or reality. Data analysis in qualitative research is carried out from before entering the field, while in the field, and after completion in the field. (Miles et al., (2018) version of data analysis, that there are three flow of activities, namely data reduction, data presentation, and drawing conclusions or verification (Sholihin et al., 2022).

1. Data reduction is defined as the process of selecting, concentrating attention on simplifying, abstracting, and transforming "rough" data that arises from field notes. Reduction is carried out since data collection, starting with making summaries, coding, tracing themes, writing memos, and so on, with the intention of setting aside irrelevant data or information, then the data is verified.
2. The presentation of data is the description of a set of composed information that provides the possibility of drawing conclusions and taking actions. The presentation of qualitative data is presented in the form of narrative texts, with the aim of being designed to combine information arranged in a unified and easy-to-understand form.
3. Drawing conclusions or verification is the final activity of qualitative research.

The researcher must come to a conclusion and verify, both in terms of the meaning and correctness of the conclusions agreed upon by the place where the study was carried out. The meaning that the researcher formulates from the data must be tested for truth, suitability, and robustness. The researcher must realize that in search of meaning, he must use an emic approach, that is, from the perspective of key information, and not the interpretation of makna according to the view of the researcher.

RESULT AND DISCUSSION

E-government is a step of public service innovation in improving the democratization process in a country. E-government allows the public to access information about government within 24 hours, is not bound by time limits and distances, cuts bureaucratic logistics costs, and most importantly the achievement of effectiveness and efficiency of the public service itself. The impression of rigidity and difficulty, can be minimized by the application of e-government. Steven L. Clift (2004) explained that there are various advantages obtained from the application of e-government in the implementation of government, one of which is increasing trust and accountability (Mwangi, 2021). Clift showed the results of a 2001 telephone survey from the Center for Excellence in Government to the public about the positive benefits of implementing e-government. The results showed that 28 percent said government was more accountable to the public, 19 percent more efficient and cost-effective governments, 18 percent said access to public information was better, 16 percent said governments were better off providing national security information, and others said they were more comfortable with government services and were unsure (Clift, 2004).

The use of e-government in village area can have a positive impact on various accelerations of village development, especially the development of a village service administration system, village economy culture and village education. However, the use of e-government in the village is not easy, focusing on the suitability of the situation and conditions as well as the priority needs of the village are the main problems, this understanding encourages the use of e-government so that it can run effectively. This condition makes implementation problems in rural areas tend to be repetitive and stagnant. The Ministry of Communication and Information (2004) reported that out of 224 government websites in 2004, 10% of the websites could not be opened (Depkominfo, 2004). In line with this, Napitupulu (2015) through his research stated that out of 402 websites at the local government level, there were 65 sites that could not be accessed, or 16% of the total existing sites (Tampubolon, 2020). In other words, e-Government in Indonesia is still in the form of a physical presence and is just a formality to meet the demands of government policy. Even in 2012, the Ministry of Home Affairs also reported that out of 470 Regional Governments both at the provincial and district/city levels in Indonesia, it turns out that not all of them have websites. It was recorded that 11% (more than 50) government agencies did not have websites, even from existing websites accounting for 9% (38) websites that could not be accessed (Ministry of Home Affairs, 2009). This is a condition of concern because the preparatory stage (first level) of e-Government development has not been fully achieved, bearing in mind that it has been more or less 1 decade of e-Government implementation in Indonesia after Presidential Instruction No. 3 of 2003. Not all websites owned by government agencies can be accessed, the information is not updated and they tend to become historical sites.

The implementation of e-government in Cijantur village cannot be considered successful and able to implement online-based public services, even though the sub-district already has its own website with the website url at rumpin.bogorkab.go.id with some interesting features as the latest innovation in improving public services amid the digital-based covid 19 pandemics. The phenomenon of the digital development leap in Cijantur village is proof that village development planning has not been implemented seriously, the village development paradigm tends to be formalistic, top-down, and catch-up for budget absorption, so the impact cannot be felt comprehensively. Evaluation of the implementation of digital villages in remote villages is urgent to do so that development failures do not continue and can be overcome.

1. Geographic conditions

Rumpin is known to have an area of 13,708.57 hectares with 13 villages that have a high human development index (IMP) in the district. This village is a disadvantaged area, which still has many problems that should be resolved quickly, one of which is the problem of road infrastructure. To get to this village, people generally travel uphill with relatively uphill and difficult road conditions with approximately 5 km from the bottom. Therefore, it is not enough if there is still a marked chasm between villages and villages that are not evenly distributed. In the trajectory of history, in 1990 the residents began to be independent and worked together to make the road until finally motorbikes could go up, but could not get off, so motorbikes could only be used in the village and could not be used for village roads. out of the village, or down. In 1994-2015 the government began to pay attention, as evidenced by the TNI Manunggal Build Village program. The government program is an important part of the relationship between the community and the military.

The government's attention in developing the village of Cianjur, was carried out again in 2016, in 2017 the construction process began. Various road facilities and infrastructure continued to be developed, which eventually began to have roads although they were still far from being feasible as roads in general. However, apart from the uneven construction, only partial asphalt can be passed by two and three-wheeled vehicles, although not many.

Another important problem in obtaining public administration services. Various deficiencies that people still experience, including limited economic capabilities, which on average are in the lower middle class, make people still not optimal or comprehensive in owning a smartphone. to carry out the process of obtaining online-based services. Furthermore, Ahmad Riyandi as the head of the RW explained that there were still residents who used traditional or conservative methods in obtaining public services, namely by visiting village officials, the RW head to assist in the process at the village office in making KTPs, KKs. There are even some people who still record their family members or family members in the village official's treasury book. But there are also those who take care of it directly by visiting the village office or sub-district office according to the desired needs. There, they only receive online public service processes, whether making ID cards, making family cards, arranging BPJS, or processing transfer documents between districts or provinces

Therefore, the application of E-government as a form of adaptation to changes in the development of world information technology, by providing digital-based government services, needs to be reviewed for its use and the geographical conditions of each village and village. It is not certain that between villages or other villages, the urgent needs are the same. It is not impossible that there are villages that do not need the implementation of public services considering that the infrastructure of the village is inadequate. It would be wiser if an assessment was carried out first to find out the core needs of each village and villages. Instead of informing programs that are not on target, causing corruption and misunderstanding of the development program to be achieved.

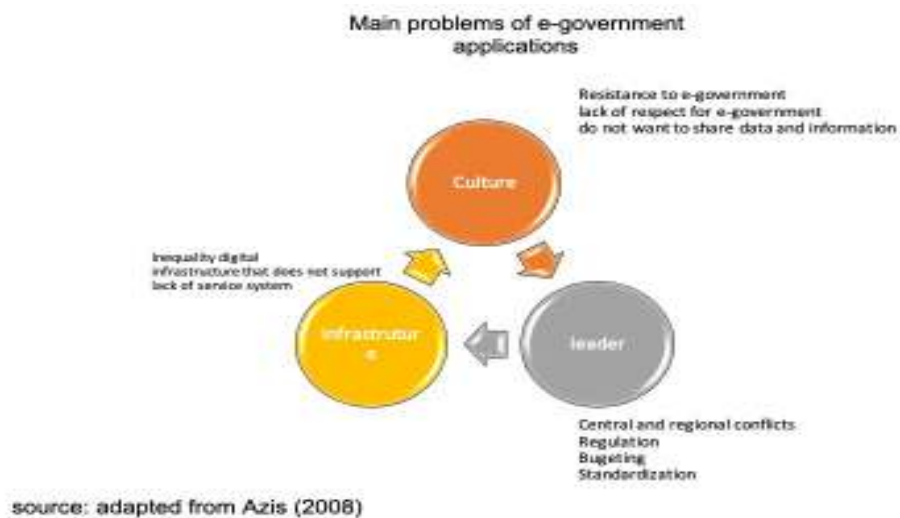
2. Implementation of systematic development through realistic and measurable stages.

The strengthening of the E-Government development strategy needs to be strengthened such as: 1) Development of a reliable and trustworthy service system that is affordable by the wider

community; 2) Structuring the management system and work processes of the central government and local governments holistically; 3) Optimal use of information technology; 4) Increasing the participation of the business world and the development of the telecommunications and information technology industries; and 5) Development of human resources in government and improvement of community e-literacy.

Digital inequality is an important aspect of e-government implementation efforts in remote villages specially in Cijantur Village, in addition to the cultural and leadership aspects as found by azis (2008) regarding e-government implementation, these problems have not moved and even continue to grow, especially in remote villages. The problem can be described as follows:

Main Problems Of e-Government Implementation



Re-evaluation of the digital villages implementation in remote villages is very important, the implementation of digital villages must be followed by strengthening aspects of infrastructure, aspects of education and aspects of economic welfare so that they can become a driving force for village development. The commitment to the development and implementation of a comprehensive digital village must begin with a survey of needs, infrastructure development, community capacity development, and linking it to the benefits of the village community's economy, without linking it to the village community economy, digital village development will be in vain and has no development significance. As Sawir (2020) said that since the bureaucracy is the spearhead of public services, especially in various regions in Indonesia, in the implementation process is often articulated in accordance with the length of the service process by the local community, then bureaucratic reforms, especially in public services, must be carried out by paying attention to various things including the following:

1. The bureaucracy must prioritize the nature of the task approach that nurtures and serves the community; and avoid the approach of power and authority.
2. The bureaucracy needs to make organizational improvements that give the impression of a modern, lean, effective, and efficient organization.
3. The bureaucracy must change its work orientation to the characteristics of modern

- organizations, which prioritize fast, precise, accurate service, maintaining quality, cost, and punctuality.
4. Bureaucracies must position themselves as agents of change in development.
 5. The bureaucracy must be willing and able to transform itself from a rigid performance style to a more flexible, innovative, and responsive bureaucracy (Sawir, 2020).

In addition, increasing public trust is no less important to ensure that e-government runs well. In Europe, one of the factors influencing the level of use of e-government is the level of public trust in the government itself (Morote et al., 2020). It was also revealed by Scott et al., (2016) argue that the success of e-government systems depends on how citizens perceive the value realized from using those systems. Private organizations serve people as customers and they quest for maximizing profit, whereas government organizations serve people as constituents (i.e., as citizens or simply owners of the government). As a result, government organizations not only quest for money income for their sustainability, they also have additional concerns to account for “public value” (Twizeyimana, J. D., & Andersson, 2019). Rose et al., (2015) argue that studying the values embedded in the perceptions of e-government projects is a way of understanding their superordinate goals, and that coordinating stakeholders' basic values in the execution of e-government projects may be an important route to success (Rose et al., 2015).

To optimize e-government, especially digital villages, a special task force or team is needed to oversee its implementation so that they can directly audit and evaluate various deviations or implementation problems so that they are not trapped in the failure of digital village development. In line with the findings Susilowati et al., (2021) where the government must start building commitments and making informal training on information and technology from now on, so that it can form a digital society. A digital society considers developing a better e-government system and impacting economic acceleration. Other than those two things, the most important thing also requires commitment and strong leadership in developing e-government. In addition, active community participation is needed so that controlling the implementation of digital villages is directly connected to the interests of the community, to create a conducive climate and joint movement to solve various e-government problems, especially digital villages in remote villages. So that the acceleration of community welfare development can run well.

The goal of e-government development in rural communities should be limited and gradual, to achieve better productivity in all aspects of life, and enable the government to reach the furthest distances and continue its development agenda. Not only that, the use of computer applications to accelerate public administration services will have an impact on service acceleration. The end goal, if administrative services are done digitally, then community empowerment will also be realized. This is reinforced by research conducted by (Suyatna, 2019). In addition, if e-government is implemented properly in the marketing administration of BUMDES and village potential, the popularity of the business will be able to increase, and the market reach will be wider so that the profit income will be stronger and village welfare can be realized more comprehensively (Juliantoro et al., 2022).

Utilization of village digitization can also reach the election of village heads by using e-voting so that the election can be carried out quickly and accurately, but its implementation requires officers and technicians who understand information technology. So that there are two advice to developed digital village in Cijantur village:

1. The construction and infrastructure of Cijantur village such as roads, schools, street lights, the creation of clean waterways and also importantly a strong internet network to support the progress of the community in the field of technology.
2. There must be attention by relevant officials such as both at the village and sub-district levels, so that Cijantur village is no longer an isolated village, and provides the same opportunities and services so that the people of Cijanjur village become a more developed community.

CONCLUSION

Based on the results of research that we conducted it is not effective e-government service to see cijantur village which is above the highlands and becomes a village that is isolated from various kinds of access, both economic, educational, health, making its people who work as farmers, both rice fields, and plantations, are relatively still in the lower middle class and tend to be poor. The failure of the implementation of website-based e-government in Cijantur village is influenced by many factors including (1) residents' knowledge about the minimal use of websites, (2) the orientation of E-government development that has not targeted the aspect of utilizing the digital economy, (3) the level of community needs. villages that still lack access to digital tools. This phenomenon encourages efforts to implement e-government in remote villages based on the priorities and main needs of the village community, so that its implementation can be more effective and in accordance with the needs of the community. In addition, understanding the digitalization process is a complex and important understanding process, so that the implementation process should not neglect education and strengthening the principle of benefit. Digital literacy as a condition for successful implementation of e-government is not easy to do in remote villages such as Cijantur village. Therefore, the implementation of a digital village should not be rushed, and only for the benefit of short-term projects. The inherent guidance and supervision of the ranks of the regional government is very important, to ensure that various digital tools for government services are understood and used properly.

REFERENCES

- Aji, G. G., & Dharmawan, A. (2018). E-Government to Improve Public Service in Village Difussion of Smart Kampung Innovation in Banyuwangi. *Advances in Social Science, Education and Humanities Research*, 226.
- Bryman, A. (2012). *Social Research Method 4 Ed*. Oxford University Press.
- Castro, C., & Lopes, C. (2022). Digital Government and Sustainable Development. *Journal of the Knowledge Economy*, 13(2), 880–903. <https://doi.org/10.1007/s13132-021-00749-2>
- Clift, S. L. (2004). *E-government and Democracy:Representation and citizen engagement in the information age*. 4(1), 88–100.
- Creswell, J. W., & Poth, C. N. (2016). Qualitative inquiry and research design: Choosing among five approaches. *Sage*.
- Davies, B. J., & Davies, B. (2004). Strategic leadership. *School Leadership and Management*,

- Aniqotul Ummah, Siti Maryam & Danis Tri Saputra Wahidin, *E-Government Implementation to Support Digital Village in Indonesia: Evidence from Cianjur Village, Bogor Regency. JSSP, Vol. 6, No. 2, December 31, 2022*
24(1), 29–38. <https://doi.org/10.1080/1363243042000172804>
- Depkominfo. (2004). *Kondisi Situs Web Pemerintah Daerah*. [www.Depkominfo.Go.Id](http://www.depkominfo.go.id) D.
- ENDANG, M. I. A. (2018). Diskresi Dan Tanggung Jawab Pejabat Pemerintahan Menurut Undang-Undang Administrasi Pemerintahan / Discretion and Responsibility of Government Officials Based on Law of State Administration. *Jurnal Hukum Peratun*, 1(2), 223–244. <https://doi.org/10.25216/peratun.122018.223-244>
- Farida, I., & Lestari, A. (2021). Implementation of E-Government as a Public Service Innovation in Indonesia. *RUDN Journal of Public Administration*, 8(1), 72–79. <https://doi.org/10.22363/2312-8313-2021-8-1-72-79>
- Ferro, E., Loukis, E. N., Charalabidis, Y., & Osella, M. (2013). Policy making 2.0: From theory to practice. *Government Information Quarterly*, 30(4), 359–368. <https://doi.org/10.1016/j.giq.2013.05.018>
- Fredy, F., & Raegen, H. (2022). Pandemic and Democracy in Palembang: Problems Controlling Government and Social People Network for Preventing Pandemic Covid-19. *Proceeding for the International Conference on Social Studies and Humanities (Vol. 4, No. 1).*, 63–68.
- Hadi, A. (2018). Bridging Indonesia's Digital Divide: Rural-Urban Linkages? *Jurnal Ilmu Sosial Dan Ilmu Politik*, 22(1), 17. <https://doi.org/10.22146/jsp.31835>
- Harahap, R., & Anisyah, S. (2021). Re-Interpretasi Utopisme “Palembang Emas Darussalam” melalui Penyediaan Ruang Terbuka Hijau di Kota Palembang. *Jdp (Jurnal Dinamika Pemerintahan)*, 4(1), 16–27. <https://doi.org/10.36341/jdp.v4i1.1700>
- Huda, M., & Yunas, N. S. (2017). Local Strongmen At The Village Level: The Conflict Of The Demolition Of The First Raja Brawijaya ‘Petilasan’ At Sudimoro Village, Jombang. *Jurnal Ilmu Sosial Mamangan*, 6(2), 71–84. <https://doi.org/10.22202/mamangan.v6i2.2013>
- Irawan, A. (2018). SISTEM PELAYANAN PUBLIK BERBASIS E -GOVERNMENT PADA PEMERINTAH DAERAH KABUPATEN MERAUKE. *Jurnal Ilmu Administrasi Dan Sosial*, 7(1).
- Irawan, B. (2013). Studi Analisis Konsep E-Government: Sebuah Paradigma Baru dalam Pelayanan Publik. *Jurnal Paradigma*, 2(1).
- Juliantoro, M. A., Nasution, R. D., Harsono, J., & Dj, E. W. (2022). Penerapan Smart Village Di Wilayah Pinggiran Desa Grogol Kecamatan Sawoo Kabupaten Ponorogo. *JISIP (Jurnal Ilmu ...)*, 6(2), 3717–3723. <http://ejournal.mandalanursa.org/index.php/JISIP/article/view/2940%0Ahttp://ejournal.mandalanursa.org/index.php/JISIP/article/download/2940/2380>
- Kecamtan Rumpin. (2019). *Profil Kecamatan Rumpin*. Kecamatan Rumpin Kabupaten Bogor.
- Kominfo.go.id. (2017). *Hasil Survei Penetrasi dan Perilaku Pengguna Internet 2017 APJII*. [www.Kominfo.Go.Id](http://www.kominfo.go.id). <https://www.kominfo.go.id/content/detail/12638/hasil-survei-penetrasi-dan-perilaku-pengguna-internet-2017-apjii/0/download>
- Kromidha, E. (2012). Strategic e-government development and the role of benchmarking. *Government Information Quarterly*, 29(4), 573–581. <https://doi.org/10.1016/j.giq.2012.04.006>

- Aniqotul Ummah, Siti Maryam & Danis Tri Saputra Wahidin, *E-Government Implementation to Support Digital Village in Indonesia: Evidence from Cianjur Village, Bogor Regency. JSSP, Vol. 6, No. 2, December 31, 2022*
- Mardjiono, D. E. (2009). Analisis Pengaruh kepemimpinan, pemanfaatan TI dan implementasi struktur organisasi yang terdesentralisasi terhadap kinerja organisasi. studipada RSUD Kab. Temanggung. *Jurnal Universitas Padjajaran*.
- Marthen, T., Raegen, H., & Yulion, Z. (2022). View of Distance Learning during COVID-19 in South Sumatera_ Challenges and Government Strategy.pdf. *International Conference on Social Sciences and Humanities (ICOSH4)*, 81–88.
- Miles, M. B., Huberman, A. M., & Saldaña, J. (2018). *Qualitative data analysis: A methods sourcebook*. SAGE Publications.
- Mislawaty, Harahap, R., & Anisyah, S. (2022). Digitalizing Governance in South Sumatera: An Introduction “E-Sumsel” System Reforming Public Service Management. *Jurnal Bina Praja: Journal of Home Affairs Governance*, 14(3), 399–411. <https://doi.org/https://doi.org/10.21787/jbp.14.2022.399-411>
- Morote, R. P., Rosa, C. P., & Chicharro, M. N. (2020). The effects of e-government evaluation, trust and the digital divide in the levels of e-government use in European countries. *Technological Forecasting & Social Change*, 154.
- Mwangi, S. C. (2021). A survey of civic engagement tools and capabilities of city and county government web sites. *Online Journal of Communication and Media Technologies*, 11(4), 1–12. <https://doi.org/10.30935/OJCMT/11255>
- Napitupulu, D. (2015). Kajian Faktor Sukses Implementasi E-Government. *Jurnal Sistem Informasi*, 5(3), 229–236. <https://doi.org/https://doi.org/10.24089/j.sisfo.2015.03.009>
- Nutley, S. M., Walter, L., & Davies, H. T. (2007). *USING EVIDENCE How Research can Inform Public Service*. British Library Cataloguing in Publication Data.
- Oktaviani, S., & Indra Arza, F. (2020). Pengaruh Kompetisi Politik, Pendapatan Asli Daerah, Dana Alokasi Umum, Dan Opini Audit Terhadap Implementasi E-Government. *Jurnal Eksplorasi Akuntansi*, 2(3), 3312–3326. <https://doi.org/10.24036/jea.v2i3.284>
- Oktavianoor, R. (2020). Digital Gap caused by Demographic Condition among Rural Society. Palimpsest. *Journal of Information and Library Science*, 11(1), 9–57.
- Onitsuka, K., Hidayat, A. R. R. T., & Huang, W. (2018). Challenges for the next level of digital divide in rural Indonesian communities. *Electronic Journal of Information Systems in Developing Countries*, 84(2), 1–25. <https://doi.org/10.1002/isd2.12021>
- Panagiotopoulos, P., Klievink, B., & Cordella, A. (2019). Public value creation in digital government. *Government Information Quarterly*, 36(4). <https://doi.org/10.1016/j.giq.2019.101421>
- Prahono, A. (2015). Evaluating the Role e-Government on Public Administration Reform: Case of Official City Government Websites in Indonesia. *Procedia Computer Science*, 59(Iccsci), 27–33. <https://doi.org/10.1016/j.procs.2015.07.334>
- Prakarsa. (2017). *Open Government: Mengkaji Penggunaan e-government Pemerintah Daerah di Indonesia*. Perkumpulan Prakarsa.
- Pratama, M., & Manurung, L. (2022). BUREAUCRATIC REFORM: ANALYSIS OF WORK FROM ANYWHERE POLICY PLANS FOR ASN. *DIA: Jurnal Administrasi Publik*, 20(2),

- Aniqotul Ummah, Siti Maryam & Danis Tri Saputra Wahidin, *E-Government Implementation to Support Digital Village in Indonesia: Evidence from Cianjur Village, Bogor Regency. JSSP, Vol. 6, No. 2, December 31, 2022*
263–274. <https://doi.org/https://doi.org/10.30996/dia.v20i02.7018>
- Rose, J., Persson, J. S., & Heeager, L. T. (2015). How e-Government managers prioritise rival value positions: The efficiency imperative. *Information Polity*, 20(1), 35–59. <https://doi.org/10.3233/IP-150349>
- Rose, J., Persson, J. S., Heeager, L. T., & Irani, Z. (2015). Managing e-Government: Value positions and relationships. *Information Systems Journal*, 25(5), 531–571. <https://doi.org/10.1111/isj.12052>
- Sabani, A., Deng, H., & Thai, V. (2019). Evaluating the development of E-government in Indonesia. *ACM International Conference Proceeding Series*, 254–258. <https://doi.org/10.1145/3305160.3305191>
- Sawir, M. (2020). *Birokrasi Pelayanan Publik Konsep, Teori, dan Aplikasi*. DEEPUBLISH.
- Scott, M., Delone, W., & Golden, W. (2016). Measuring eGovernment success: A public value approach. *European Journal of Information Systems*, 25(3), 187–208. <https://doi.org/10.1057/ejis.2015.11>
- Selwyn, N. (2004). *Reconsidering political and popular understandings of the digital divide. Dalam New Media & Society*. Sage Publicatons.
- Sepriansyah, M., Yazwardi, Y., & Zalpa, Y. (2021). Strategi dan Marketing Politik Caleg Anwar Al Sadat Dalam Pileg 2019 Dapil Palembang II Sumsel. *Ampera: A Research Journal on Politics and Islamic Civilization*, 2(2), 157–167. <https://doi.org/10.19109/ampera.v2i2.7864>
- Sholihin, E. B., Harahap, R., & Zalpa, Y. (2022). DOES THE PANDEMIC DECLINE OR MAINTAIN DEMOCRACY? TWO SIDES EFFECTS OF PANDEMIC ON. *The Sunan Ampel Review of Political and Social Sciences*2, 01(02), 16–39.
- Sofyani, H., Riyadh, H. A., & Fahlevi, H. (2020a). Improving service quality, accountability and transparency of local government: The intervening role of information technology governance. *Cogent Business and Management*, 7(1). <https://doi.org/10.1080/23311975.2020.1735690>
- Sofyani, H., Riyadh, H. A., & Fahlevi, H. (2020b). Improving service quality, accountability and transparency of local government: The intervening role of information technology governance. *Cogent Business & Management*, 7:1735690. <https://doi.org/https://doi.org/10.1080/23311975.2020.1735690>
- Susilowati, I. H., Nugraha, S., Alimoeso, S., & Hasiholan, B. P. (2021). Screen Time for Preschool Children: Learning from Home during the COVID-19 Pandemic. *Global Pediatric Health*, 8. <https://doi.org/10.1177/2333794X211017836>
- Suyatna, R. (2019). Desa Digital sebuah Konsep Katalisasi Pemberdayaan Masyarakat Desa. *Jurnal Lingkar Widyaaiswara*, 6(1), 22–26. www.juliwi.com
- Tampubolon, H. J. (2020). Analisis Pengungkapan Stakeholder Engagement pada Situs Web Pemerintah Daerah (Studi pada Pemerintah Propinsi dan Kota di Indonesia). *Accounting and Business Information Systems Journa*, 7(2), 248–253.
- Turner, M., Kim, J., & Kwon, S. H. (2022). The Political Economy of E-Government Innovation and Success in Korea. *Journal of Open Innovation: Technology, Market, and Complexity*,

- Aniqotul Ummah, Siti Maryam & Danis Tri Saputra Wahidin, *E-Government Implementation to Support Digital Village in Indonesia: Evidence from Cianjur Village, Bogor Regency*. *JSSP*, Vol. 6, No. 2, December 31, 2022
8(3). <https://doi.org/10.3390/joitmc8030145>
- Twizeyimana, J. D., & Andersson, A. (2019). The public value of E Government – A literature review. *Government Information Quarterly*, 36(2), 167–178.
<https://doi.org/https://doi.org/10.1016/j.giq.2019.01.001>
- United Nations. (2020a). *Indonesia E-Government Index Development*. UN E-Government Knowledgebase.
- United Nations. (2020b). *UN E-Government Survey 2020*. E-Government Development Index.
<https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2020>
- Utama, A. . G. S. (2020). The implementation of e-government in indonesia. *International Journal of Research in Business and Social Science* (2147- 4478), 9(7), 190–196.
<https://doi.org/10.20525/ijrbs.v9i7.929>
- Wahyuni, D. (2012). The research design maze: Understanding paradigms, cases, methods and methodologies. *Journal of Applied Management Accounting Research*, 10(1), 69–80.
<https://pdfs.semanticscholar.org/b00a/995c3d253d4b07af71019b8f1a3c31795f01.pdf>
- Yenrizal, Y. (2021). Environmental communication for the rice field conservation in Semende Darat, South Sumatra. *Jurnal Kajian Komunikasi*, 9(2), 149–160.
<https://doi.org/https://doi.org/10.24198/jkk.v9i2.33453>