VILLAGE OFFICE DEVELOPMENT MODEL FOR E-GOVERNMENT BASED VILLAGE APPARATUS PERFORMANCE

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ABSTRACT

The village is the lowest part of governance in the national government structure that has the authority to regulate its own territory (autonomous) within the framework of the Unitary Republic of Indonesia. The role of the government apparatus as a public servant became the main focus for the community, the change in the paradigm of apparatus which was once a ruler to be a public servant. This raises the demand that the government apparatus especially the village apparatus in order to improve their performance to provide the best service to the community. This research was conducted to prove the effect of service standards, services, facilities and infrastructure on the performance of village officials. This study also uses an intervening variable, e-Government (computerized). This research was carried out in Percut Sei Tuan Subdistrict which involved 20 villages in the sub-district. The number of research samples is 100 people who are apparatus from each village. Primary data collection in this study used questionnaires and interviews while secondary data collection was carried out using literature. This research uses Structural Equation Modeling (SEM) with the help of Smart PLS software. The results of this study are expected to be useful for the village government and for the community to assess the performance of the village apparatus in order to provide the best service for the community.

Key words: standards, services, infrastructure, e-government


1. INTRODUCTION

The village is a government organization that politically has a certain authority to manage and regulate its residents or groups. The village is defined as a legal community unit that has the
authority to manage and manage government affairs, the interests of the local community based on community initiatives, origin rights, and traditional rights that are recognized and respected in the system of governance of the unitary state of the Republic of Indonesia [1]

In the state administration journey, the village has developed a lot so it needs to be protected and empowered so that it can develop, be independent and democratic so that it can create a strong foundation in carrying out governance and development towards a just, prosperous and prosperous society. In accordance to [1] concerning Villages, the Village Government is the administration of government affairs by the Village Government in regulating and managing the interests of local communities based on local origins and customs that are recognized and respected in the Government system. Village Government is the leading government organization in the administration of public services.

Therefore, the Village Government is required to be able to improve the performance of the apparatus in providing public services in accordance with community expectations. Because basically, the government is formed with the aim to maintain a system. Government is not held to serve itself but to serve the community, creating conditions that allow each member of the community to develop their abilities and creativity in order to achieve mutual progress [2].

The position of the village has an important role in supporting the success of the national government at large, even the village is the frontline in achieving the success of all affairs and programs of the government. The village as a government organizational unit that deals directly with the community with all backgrounds and interests has a very strategic role, especially in carrying out tasks in the field of public services. The role of the village government that is so important will determine the back and forth of a government unit. Therefore, it is necessary to have village officials who are truly capable and able to work together in carrying out the tasks for which they are responsible [3].

The implementation of village government will be better structured and directed if the performance of the village apparatus in providing services can be realized properly and not convoluted, so that the community feels its interests are well served and clean from the elements of Corruption, Collusion and Nepotism (KKN). In addition, the success or failure of increasing development in the village is largely determined by the performance of the Village Head [4].

Indonesia Corruption Watch (ICW) states that there were 158 village officials who were accused in a corruption case in 2018. This village apparatus corruption case is related to the management of village funds provided by the central government. Since 2015, many cases of village funds have begun to emerge. In 2015 there were 17 cases of corruption of village funds, in 2016 increased to 41 cases, and in 2017 to 96 cases. And in this case, in 2015 there were 15 village heads who were named suspects, in 2016 there were 32 village heads, and in 2017 again it increased to 65 village heads. The number of cases involving village officials in recent years provides a poor picture for the community about the performance of village officials [5].

E-Government is a form or model of government system based on the strength of digital technology, where administrative work, service to the community, supervision and control of the resources of the organization concerned, finance, taxes, levies, employees and so on are controlled in one system. E-Government is a new development in the context of improving public services based on the use of information and communication technology so that public services become more transparent, accountable, effective and efficient.
2. LITERATURE REVIEW

2.1. Village Apparatus Performance

Regional Government explained that the Village Government Apparatus is the village head and village apparatus. The village government apparatus is the organizer of government in the village that has the main tasks. One of the main tasks of the village government apparatus is to provide public or public services to the community [6]. Performance as a result achieved by individuals in carrying out their work. So in this sense, it can be seen that the performance of village officials is the work of the Village Head and Village Apparatus both in quality and quantity, in carrying out their duties in accordance with the responsibilities given [7].

The duties and functions of the village head, where the village head is the head of the government in the village, which is under the district head and is responsible to the district head through the camat, the village head has the function of leading government administration, development and community services. The village head has the task of carrying out government, development and community affairs as well as other tasks delegated to the village. Changing times are increasingly advanced, having a positive impact on the development of a village. Achieving the development of a village requires the role of a quality leader, in other words to balance the demands of change towards more advanced each village must have a figure of a leader who can influence his subordinates to work optimally so that the outputs can be better [8], [9], [10].

2.2. Computerized Model (e-Government)

Improving the performance of government officials through the use of technology and information at government agencies will produce quality work that is productive and effective. Danya e-Government system will run perfectly if it is always balanced with adequate human resources and effective performance of the actors. E-Government is one form of public administration reform in Indonesia that is increasingly associated with efforts to realize good governance [11], [12].

e-Government can improve internal management and improve public services. Because with the e-Government it will be able to simplify, cheapen, and accelerate the increase in the regional, regional and national levels [9]

Once the extent of the spread of government agencies in Indonesia, as well as the distance of these agencies from the monitoring center, and the extent of the implementation of policies and functions of government agencies and their geographical coverage, the supervision system that is not networked and has direct access to the control center and is integrated will be ensured will give disappointing results. Some solutions have been created from this issue [13], [14], [3], [15].

The concept of e-Government, the service paradigm must be completely changed. The face-to-face method, one roof, forms, counters, queues, noise, discomfort, signatures and service activities as we normally see or experience, must be immediately abandoned. Instead it is a computer keyboard (keyboard), central processing unit (CPU), monitor screen, and network. This certainly has implications for the change in service management that has existed so [3], [16].

3. METHOD

This type of research is explanatory research. Namely research aimed at analyzing the relationship between one variable with another variable or how a variable affects other variables. The model produced in this study is a conceptual model that can be used as an instrument of social engineering for the empowerment of village officials. The technique used
in determining the research sample is purposive sampling technique that is research sampling based on certain criteria.

The population in this study was the village apparatus in Percut Sei Tuan District. This research involved 20 villages in Percut Sei Tuan sub-district. In each village apparatus taken 5 village apparatus consisting of the Village Head, Village Secretary, and 3 Government Officers in the village. Primary data collection in this study used questionnaires and interviews while secondary data collection was carried out using literature. This research uses Structural Equation Modeling (SEM) analysis technique with the help of Smart PLS software.

4. RESULT AND DISCUSSION
4.1. Result
Exogenous variables are variables that are considered to have an influence on other variables, but are not influenced by other variables in the research model. Exogenous variables in this study are service standards, services, and facilities and infrastructure. While endogenous variables are variables that are considered to be influenced by other variables in the model. In this study the performance of the village apparatus is an endogenous variable. And in this research model also uses additional variables as intervening namely computerization (e-Government).

Based on the results of data processing, it can be seen that the data in this research model successfully passed the validity and reliability test (Appendix 1). Cronbach's Alpha value for each variable has met the reliability criteria that is greater than 0.6 (> 0.6). In addition to the Cronbach’s Alpha value, it can also be seen that the AVE value of each variable is greater than 0.5, the CR value is greater than 0.8 and the loading factor value is greater than 0.6 for each item in the research questionnaire. These results indicate that the assumptions of validity and reliability have been fulfilled in this research model.

The results above show each coefficient value and p value for the research model. It can be seen that all the influences tested in this study proved significant because all paths in the test have a significance value of less than 0.05 (<0.05). So that all partial testing in this study can be proven significantly. The test will be continued with testing for intervening variables, which is to find out how directly the service, service, facilities and infrastructure standards affect the apparatus performance. Nor does the influence of service standards, services, facilities and infrastructure on the performance of village officials indirectly through computerization (e-Government).

Based on the table above, it can be seen the indirect effect of each independent variable on the dependent variable through intervening variables, namely computerization (e-Government). The table above shows that the indirect effect of service standard variables has a significant influence on the performance of village officials through computerization (0.005 <0.05). The same results also state that the indirect effect of the facilities and infrastructure variables on the performance of village officials through computerization is also significant at the 5% level (0.007 <0.05). While the indirect effect of service variables is not significant on the performance of village officials through computerization (0.076> 0.05). This means that in this connection computerization cannot be used as an intervening variable

4.2. Discussion
4.2.1. Effect of Service Standards on Village Apparatus Performance
All public service providers are no exception village officials are required to compile, set and implement service standards. This was confirmed by [1] concerning Public Services. So that village officials must have and apply good service standards to be able to support the performance of village officials. The results of data processing explained that the influence of
service standards on the performance of village officials was significantly proven (0.000 <0.05) with a coefficient value of 0.473. The results obtained support the writing made by and also the results of research conducted by [5], [6].

4.2.2. Effect of Services on Village Apparatus Performance

Service is any action that can be offered by one party to another party which is basically intangible and does not result in any ownership with the same idea with [1], [2]. With good service, the performance of the village apparatus will also be maximized. Conversely, if the services provided by the public sector are not optimal, it will interfere with the performance of the village apparatus and make the performance of the apparatus worse in the eyes of the community. The results of data processing explained that the effect of services on the performance of village officials was significantly proven (0.018 <0.05) with a coefficient value of 0.170. The results obtained support the writing made by [2], [3].

4.2.3. Effect of Facilities and Infrastructure on Village Apparatus Performance

Facilities are all things that can facilitate and expedite the implementation of an activity and are facilities and infrastructure needed in conducting or expediting an activity. No exception for the government as a public service provider, the government must also be equipped with adequate facilities and infrastructure in order to support the performance of the village apparatus. The results of data processing explained that the influence of facilities and infrastructure on the performance of the village apparatus was significantly proven (0.000 <0.05) with a coefficient value of 0.268. The results obtained support the writing made by [7], [8], [9].

4.2.4. The Effect of Computerization on Village Apparatus Performance

Related to the implementation of regional autonomy, the interesting issue is how the tasks that have been submitted by the center to the regions can run well. Meanwhile, the development of information and communication technology has offered solutions to improve the performance of public services that are more based on good governance. The goal of implementing e-Government is for government agencies to be able to provide better public services (Nugraha, 2018). That way, if computerisation can really be implemented well by the local government, then the performance of village officials will also increase. The results of data processing explained that the effect of computerization on the performance of village officials was significantly proven (0.000 <0.05) with a coefficient value of 0.394. These results indicate that at present computerization can improve the performance of village officials. Although there may still be some problems related to its implementation, computerization has proven to make it easier for village officials to carry out their duties such as the opinion of [10], [11].

4.2.5. Effect of Service Standards on Village Apparatus Performance through Computerization

In the implementation of service standards become a reference for the implementers of public services as a standard in carrying out services to the community. So that all village government officials can find out how to do the description of services, mechanisms, procedures, service time, and various other things. Especially with the help of technology, the influence of service standards will be better in improving the performance of village officials.

Based on testing the indirect effect, it can be seen that the indirect effect of the service standard variable on the performance variable of the village apparatus through computerization (e-Government) can be significantly proven (0.005 <0.05). This means that the existence of computerization as an intermediary variable can be accepted in the research model. Computerization plays its role well in increasing the influence of service standards.

Path value 2 (p2) in the picture above shows the correlation coefficient between service standards with computerization, path value 3 (p3) shows the correlation coefficient between
computerization and village apparatus performance and path 1 (p1) shows the correlation coefficient between service standard variables and apparatus performance village. By knowing the various values of each path, we can calculate the magnitude of the indirect effect given by service standards on the performance of village officials through computerization. To get it we must multiply the coefficient of p2 by p3. Then the correlation coefficient value of the product is $0.397 \times 0.349 = 0.139$. So it can be seen that the value of the correlation coefficient for the influence of service standards on the performance of the village apparatus through computerization (e-Government) is $0.139 (13.9\%)$ like the idea [12], [13].

4.2.6. Effect of Services on Village Apparatus Performance Through Computerization

Public services provided by the government include community services and administrative services. These two things go together in realizing good service performance (good performance) in government. Good service is a service that matches the results and expectations. To get good performance, the village apparatus needs to ensure that all services provided are maximized so that the performance of the village apparatus can also be seen as good by the community. In addition, the government must also incorporate elements of technology to ensure that all activities in service to the community can run efficiently. With a computerized system implemented by the government, it will encourage the village government to provide the best service and create a better performance of the village apparatus [14].

However, based on the test results, it can be seen that the indirect effect of service variables on the performance variable of village apparatuses through computerization (e-Government) cannot be proven significantly ($0.076 > 0.05$). That is, the contribution made by the application of computerization to the village government has not shown maximum results in terms of service quality. So that this model cannot improve the performance of village officials [15].

4.2.7. Effect of Facilities and Infrastructure on the Performance of Village Apparatuses through Computerization

Facilities and infrastructure is very vital and very important in supporting the smoothness or ease in the process of public service performed by the government. Facilities and infrastructure become one of the most important things to run the economy and government. The availability of adequate facilities and infrastructure will support the performance improvement of the government apparatus, including the village apparatus. Because with adequate facilities and infrastructure, the village apparatus will be able to carry out their functions properly and will get maximum performance. Moreover, by utilizing a computerized system, the village apparatus will be able to provide better performance, like the idea [13], [16].

Based on testing the indirect effect, it can be seen that the indirect effect of the facilities (1)s and infrastructure variables on the performance of the village apparatus through computerization (e-Government) can be significantly proven ($0.007 < 0.05$). These results indicate that the existence of computerization as an intermediary variable can be accepted in the research model. The presence of computerization can provide village officials with a solution to be able to improve its performance by utilizing all the facilities and infrastructure that are available in the village like the idea [15], [16].

Path value 2 (p2) in the picture above shows the correlation coefficient between facilities and infrastructure with computerization, path value 3 (p3) shows the correlation coefficient between computerization and village apparatus performance and path 1 (p1) shows the correlation coefficient between the variable facilities and infrastructure with the performance of village officials. By knowing the various values of each path, it can be calculated the magnitude of the indirect effect given by the facilities and infrastructure on the performance
of the village apparatus through computerization. To get it, we can multiply the coefficient of p2 by p3. Then the correlation coefficient value of the product is 0.361 \times 0.349 = 0.126. So it can be seen that the value of the correlation coefficient for the influence of facilities and infrastructure on the performance of the village apparatus through computerization (e-Government) is 0.126 (12.6%) like the idea [15].

5. CONCLUSION AND SUGGESTION

5.1. Conclusion

Some conclusions that can be drawn from the results of this study include:

- Partially, it is evident that all independent variables namely service standards, services, and facilities and infrastructure have a significant influence on the performance of village officials. This provides a new model to assist village officials in improving their performance. Namely by utilizing the service standards, services and facilities and infrastructure contained in the village with more leverage.

- Computerization (e-Government) applied to local governments will be able to improve the performance of village officials. In addition, e-Government is also able to mediate the influence of service standards and facilities and infrastructure on the performance of village officials.

5.2. Suggestion

This study provides several models that can be used by village officials to improve their performance. The following are suggestions for further research and alternative models that can be used by local governments to improve the performance of village officials.

- The first model produced from this study shows that in order to improve the performance of village officials, the local government must utilize several factors such as service standards, services and facilities and infrastructure in the village. Because the village apparatus is determined by these factors. So it is hoped that local governments can maximize service standards, service delivery and utilization and still pay attention to the availability of facilities and infrastructure in the village.

- The second model in this study shows that computerization (e-Government) is able to have an impact on improving the performance of village officials. Both as an independent variable and as an intermediate variable (intervening). So it is hoped that the government can increase the use of e-Government in its activities to be able to help improve the performance of village officials.

- To support this research, it is hoped that further studies will conduct more in-depth research on the successes and constraints in implementing e-Government in local governments. Because that way, local governments will be able to know the next steps to be able to provide maximum services to the community.

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