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Good governance based on service information system applications administration population via smartphones

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ABSTRACT

Good Governance aims to encourage efficient management, openness, active participation, and fairness in the organizational or governmental structure. If applied to an application platform that manages population administration services, the principles of Good Governance can secure the smooth running of these services, in line with the needs of the community. The purpose of the study was to determine the implementation of Good Governance based on an information system application for population administration services via smartphones in Tanah Laut Regency and the obstacles in its implementation which have become part of the governance of the Indonesian state in general and specifically in the Department of Population and Civil Registration of Tanah Laut Regency. The data analysis technique is to use interactive model data analysis (data reduction). The results show that the context of the principles of Good Governance at the Department of Population and Civil Registration of Tanah Laut Regency still needs to be improved again, this is because there are still some principles that are still not running optimally, such as the presence of individuals who prioritize the interests of groups/officials, lacking facilities and infrastructure, such our computers and there are employees who are not under their competence.



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Introduction

Good governance based on a service information system involves the effective and efficient management of public services through the utilization of modern technology and data-driven approaches. It aims to enhance transparency, accountability, and citizen engagement while improving the delivery of essential services. Overall, a service information system is a crucial tool for achieving good governance as it promotes transparency, efficiency, accountability, and citizen engagement in the management of public services. It aligns government actions with the needs and aspirations of the people, leading to improved overall quality of life.

Good governance based on a service information refers to the framework, policies, processes, and practices used by the government to manage information systems that support the provision of public services to the community (Anggraini, 2021). The aim is to ensure that the information system is implemented in an effective, efficient, transparent, secure manner, and in accordance with the needs of the community and government

objectives (Junaid et al., 2021). The following are the main components of public service information system governance: Organizational Structure: The governance of a public service information system should include a clear organizational structure and defined responsibilities (Sapura et al., 2020). This includes the appointment of personnel responsible for the development, management, maintenance, and security of information systems. Policies and Guidelines: Governments need to develop policies and guidelines governing the use of information systems in the provision of public services (Khan et al., 2021). This includes aspects of data security, privacy, accessibility, and usage standards. Transparency and Accountability: Good governance ensures that information about public information systems and services provided through these systems is easily accessible to the public (Tavitiyaman et al., 2021). This openness builds government trust and accountability. Risk Management: The governance of public service information systems must cover the risks of disclosure, assessment and management related to data security, technical failures and other issues that may affect public services (Li et al., 2021). System Development and Maintenance: The process of developing and maintaining information systems should be carried out using a structured and standardized methodology (Gamaliel et al., 2023). System updates, fixes and upgrades should be done regularly to maintain system quality and performance. Cooperation and Coordination: Cooperation between various government departments or agencies involved in the provision of public services and the management of information systems is essential. This ensures that data can move seamlessly, and information can be shared effectively. HR Training and Development: Personnel involved in information management systems need to have appropriate skills and knowledge. An ongoing training and development program is required so that the team has a deep understanding of the technology used and other related aspects. Performance Measurement: Performance measurement systems must be implemented to assess the extent to which the public service information system achieves the stated goals. This data can be used for continuous improvement and better decision making. Community Participation: The community must be involved in the governance process of the public service information system. Input from the community can assist in designing a system that better suits their needs and ensures that the services provided are truly beneficial. Good public service information system governance combines technology, policies, and best practices to create an environment where information systems contribute optimally to improving public services and people's lives.

Administration Population and Civil Registration is a series of activities arrangement and order in publishing Documents and population data via Registration Resident, Recording Civil, management information Administration Population as well as utilization result For service public and development sector other (Malodia et al., 2021)

System Information Population Service via Smartphone (SILAKAS) is an application which Developed by the Department of Population and Recording Civil Regency of Tanah Laut. This application is a national application made by the government so that the entire resident Indonesia can recorded and accessed in a manner national. SILAKAS is wrong one implementation e-government is implementation technology data as well as communications in the field of government in matter this in service information as well as document population with based technology data as well communication (Shaddiq et al., 2023).

SILAKAS in Service Population and Recording Civil Regency of Tanah Laut potentially make something system information which be equipped security information which tall, because has using computer technology databases resident which in whole Indonesia which own ability authentication and digital in industry 4.0 era (Fadilurrahman et al., 2021). Remember amount Indonesia's population continues to grow as well as community identification as wrong One gauge measuring maintenance affairs government in field health, education, right political and right protection law, so that in the regarding this important by protect identity resident based electronic. Based on data from service population and recording Civil Regency of Tanah Laut year 2022 state that user or user SILAKAS application from 2020-2021 experience curve which fluctuating with amount user which logs in highest on month November year 2020 that is as much 2,580 persons, Then experience decline user until end 2021 that is as much 1006 person (Disdukcapil Tanah Laut Regency, 2022).

Some problems experienced by society on moment use application SILAKAS in Service Population and Recording Civil Regency of Tanah Laut that is, when public look after filing administration use SILAKAS applications such as name repair or the identification number on the card family, and repair Name indeed birth often time different document when taking the physical form of the letter. In matter this, there is discrepancy or gaps between what which public want with result. Whereas for public lay which look after Already directed by operator application which they contact via WhatsApp application at Department of Population and Civil Registration Regency of Tanah Laut. Based on situation the Government as the organizer public services must continue to provide easy and fast service, so Service innovation must always be pursued along walk time. From the problems above researchers are evaluated to find out the implementation

of Good Governance based on an information system application for population administration services via smartphones in Tanah Laut Regency and the obstacles in its implementation which have become part of the governance of the Indonesian state in general and specifically in the Department of Population and Civil Registration of Tanah Laut Regency.

Literature Review

Draft Good Governance

The concept of governance is not a concept new, draft governance The same breath with civilization man. Governance is something terminology which used For replace term government, which pointing use political, economic and administrative authority in manage problems statehood (Jan et al., 2021). Governance which translated into governance is use authority economy, political and administration To use manage state affairs at all levels (Nwani & Adams, 2021). System government covers whole mechanisms, processes and institutions Where inhabitant and groups public prioritize interest they, use right law, fulfil obligation and bridge the differences between they(Taeihagh, 2021).

According to (Nachrowi et al., 2020) explain that governance is series process interaction social political between government with public in various field Which related to the interests of society and intervention government on these interests (Tuzovic & Kabadayi, 2020). Governance is mechanism- mechanism, processes and institution- institution through inhabitant country articulate interests interest they, mediate the differences they as well as use right and obligation legal they (Yu & Wang, 2021). In In this context governance has essence which in accordance that is free from abuse authority and corruption as well as with the recognition of rights based on rule of law (Yusuf et al., 2022).

In the practice maintenance regions in Indonesia, the principles that must be adhered to by the administration of government good in center nor in area in set in Law Number 23 of the Year 2014 about Government Area on Second part of Article 58 which states that maintenance government guided on Principle General Administration Country which consists of: (1) Principle certainty law. (2) Principle orderly organizer area. (3) Principle interest general. (4) Principle openness. (5) Principle proportionality. (6) Principle professionalism. (7) Principle accountability and (8) Principle efficiency and effectiveness (Van Dijck, 2021).

In maintenance good governance, for the sake of running government which good must base or guided on principles on because principles this own something connection or connection principle (Jamil et al., 2020). One with principle which other, if all principle That run, so principle this naturally done because will created something regular government in running authority with follow regulation who have he made and can guard something circumstances which balanced between element- elements that exist in a country as well can control all aspects which vital in life patriotic (example: economics, politics, religion) (Petry et al., 2021).

Draft Application SILAKAS

Service Information System Population via SILAKAS is a service innovation public in a manner online in application look after document population like KK, KTP-Electronic, MCH, deed birth, death certificate and certificate moving (SKPWNI). SILAKAS name taken from Language Banjar which it means is fast. Naming this is hope so that application this can serve public quickly and easy in look after documents. Application SILAKAS was developed by the Department Population and Civil Registration Regency of Tanah Laut For overcome long distance problems, brokering document, and height amount queue service. Use of the SILAKAS application on 11 sub districts in Regency of Tanah Laut has made it easier for people look after document population without need to come right away. Taking document can done through subdistrict, print independent, ADM (The bridge Dukcapil Mandiri), and delivery Cash of Delivery (COD) (Disdukcapil Tanah Laut Regency, 2022). Application SILAKAS presenting innovation-based technology for give service prime, easy, and fast for public which difficulty look after document population. SILAKAS present as solution for increased awareness public in look after residence documents.

Draft Service Public

Etymologically, service originates from say serve Which mean help, prepare/manage anything just Which needed someone, then service can interpreted as activity Which given For help, prepare and take care of it either in the form of goods or services from one party to another (Heslina & Syahrini, 2021). From a administrator expected will reflected properties give service public, devotion to interest general and give protection to public (Susanto & Rambano, 2022). More from That administrator must emphasize on put first interest public rather than self-interest.

Service public or service general can be defined as everything form of service, both in form goods public nor service public which in principle be responsible and done by agency government in center, area and

environment Body State/Regional Owned Enterprises in effort meeting community needs in framework implementation provision regulation legislation (Aguilera et al., 2021).

Method

This study done with use approach qualitative. This study qualitative use natural settings or environment natural of the parties interviewed, no gather respondent in One room (except on moment focus group discussion), and do not do engineering situation (Swain & King, 2022). Researcher as a key instrument gather Alone data through documentation, interview, and questionnaire with informants through the procedures carried in this with guidelines data which originate from multiple sources, through interview, observation, and documentation.

Interview

The initial step taken by the researcher was to determine informants to make preliminary observations at the Civil Registration of Tanah Laut Regency. After the selection of informants is clear, the researcher prepares an interview guideline as a guide in interviewing respondents so that they are always focused on the focus of research, in practice questions are asked systematically according to the interview guidelines that have been made to find out how application good governance based application system information service administration population via smartphones in regency of Tanah Laut consisting of principle certainty law, principles of orderly administration of the region, principle interest general, principle openness. principle proportionality principle professionalism, principle accountability, the principle of effectiveness and efficiency, context good governance and obstacle service public with good governance based application SILAKAS.

The interview was conducted with Head Service Population and District Civil Registration Tanah Laut, Chief PIAK Sector and Utilization of Service Data Population and Civil Registration of Kab. Tanah Laut, Operator application SILAKAS in Department of Population and Civil Registration Regency. Tanah Laut, and several communities which use application SILAKAS.

Observation

This study makes observations to present a realistic picture of the application system information service administration population via smartphones in regency of Tanah Laut to identify of the principle certainty law, principles of orderly administration of the region, principle interest general, principle openness. principle proportionality principle professionalism, principle accountability, the principle of effectiveness and efficiency, context good governance and obstacle service public with good governance based application SILAKAS.

Documentation

This study makes observations to present a realistic picture of the application system from books literature which related with good governance based application SILAKAS at the Department of Population and Registration Civil Regency of Tanah Laut objective to analyzed the application system information service administration population via smartphones in regency of Tanah Laut to identify principle certainty law, principles of orderly administration of the region, principle interest general, principle openness. principle proportionality principle professionalism, principle accountability, the principle of effectiveness and efficiency, context good governance and obstacle service public with good governance based application SILAKAS.

Data Analysis Technique

The results of this research can make a description in a systematic, factual, and accurate manner regarding the facts and characteristics of certain population characteristics. In other words, this study aims to describe the nature of something in the middle going on now that besides that researchers also want to know the constraints in using the SILAKAS application for the public and government of the Regency of Tanah Laut. as for the method used in the analysis technique by adopting the Miles and Huberman Model, using some stages, that is 1). reduce data (Data reduction), 2). Serve data (Data displays), 3). Make conclusion (Conclusion drawing/verification). and presentation data will make a percentage model (Matthew B. Miles et al., 2019).

Results and Discussions

Application Good Governance based Application System Information Service Administration Population via Smartphones in Regency of Tanah Laut

Based on interview application good governance based on service information system applications administration population via smartphones in Regency of Tanah Laut:

- “Interviewer: Thank you for joining us today. Could you share your experience with the Good Governance-based application system in Tanah Laut?
- Interviewee: Certainly. The application system has brought about significant changes in how the local government interacts with citizens. People can now access a range of services and information through their smartphones, which has made things much more convenient.
- Interviewer: Can you provide some specific examples of how the application has impacted governance and service delivery?
- Interviewee: Absolutely. One major area is public services. Citizens can now use the app to apply for various permits and licenses without having to visit government offices. This has reduced the time and effort it takes for them to complete administrative tasks.
- Interviewer: That sounds promising. Have you noticed any improvements in transparency and accountability?
- Interviewee: Definitely. The app provides real-time updates on government projects and decisions. Citizens can access information about upcoming projects, budgets, and progress reports. This transparency has helped build trust between the government and the people.
- Interviewer: Have there been any challenges or concerns raised by the community?
- Interviewee: Yes, there have been a few challenges. One issue is the digital divide. Not everyone has access to smartphones or the internet, which means some people are left out of these digital services. Additionally, there have been concerns about data privacy and security. People want to ensure their personal information is safe when using the app.
- Interviewer: How has the local government addressed these challenges?
- Interviewee: To tackle the digital divide, the government has set up kiosks in community centers where people can access the application. They're also working on providing digital literacy training to help citizens use the app effectively. Regarding data privacy, the government has assured citizens that stringent security measures are in place to protect their information.
- Interviewer: In your opinion, has the application improved overall governance in Tanah Laut?
- Interviewee: Yes, I believe it has. The application has streamlined administrative processes, improved citizen engagement, and enhanced transparency. While there are challenges to overcome, the potential benefits are clear”.

Based on the interview results, it's evident that the Good Governance-based application system has brought about positive changes in governance and service delivery in the Regency of Tanah Laut. The application has introduced convenience by allowing citizens to access services and information through their smartphones. The system has improved transparency and accountability, enabling citizens to monitor government activities in real-time.

However, challenges such as the digital divide and data privacy concerns have been identified. The government's efforts to address these challenges by providing alternative access points and ensuring data security show a proactive approach to ensuring inclusivity and safeguarding citizen data.

Overall, the interview results suggest that the application has the potential to enhance governance practices, but ongoing efforts are needed to ensure equitable access, data security, and continuous improvement.

Principle Certainty Law

Based on results a number of interviews concluded that basic indicator legal certainty Already held with Good, in accordance with laws and regulations, regional regulations and have SOPs on every service. Also related service Also done supervision or monitoring from leader that is Head of Service and Head of PIAK Division and Utilization Data Service Population and Recording Civil Regency of Tanah Laut.

Principles of Orderly Administration of the Region Based on Results Interview

It concluded that every results (outcome) file Which issued in service on application SILAKAS there is verification tiered from head office until to Head Disdukcapil Regency of Tanah Laut. fly results observation which carried out by researchers, namely at the time of the user perform administrative processes, files is processed and verified from office serviceS ILAKAS gradually up to receipt of signature electronic from Head Service Civil Registry Regency of Tanah Laut.

Based on results from a number of interviews, it was concluded that in file submission service population administration must be appropriate with condition which apply. Based on results observation which done researcher also obtained that before do submission file administration done selection to the completeness of the file, so minimize happening rejection submission which got, so that that can affect go on descent user application SILAKAS, besides of course amount visits are also not always the same in monthly in accordance with need society in making administration population.

The principle of orderly administration of the State become Wrong One principle which must obeyed by the government in principle government which Good (good governance). This principle will an orderly administration government, all activity which will done expected arranged well and the steps must take in something maintenance government can done with Good by creation a maximum result of the activity which done. Principle orderly state administration is the principle that become base regularity, harmony and balance in operator control government (Benbya et al., 2021).

Principle Interest General

Based on the results of several interview, obtained that service application SILAKAS Already put forward system interest public general. on indicator this no interest group/class certain from party agency, but Still There is elements certain ones put first interest group. However, Part big Already put first interest public.

Principle interest general is something base waiter public in a maintenance government. Public service is a service rendered to public by government, good form goods or service public. Service public is realization from principle interest general, service public which good is when government gives waiter the best on public. Waiter public this is no discriminate one group with group others, justice and leveling be objective main from public service itself, because p it is an expectation contained in the principle of public interest in the principles of good governance (good governance) (Wang, 2011).

Principle Openness

Based on results from a number of interviews concluded that service Already provide and can accept criticism/aspiration/suggestion related service public application SILAKAS, so that exists change To use repair service which can give to public. on study Also found that public has provide criticism / suggestions/aspirations in enhancement repair service SILAKAS. As well as related follow up SILAKAS application public service already held well.

The principle of openness relates to desire organize state administration which open and easy explained which based constitutional arrangement its validity. Principle openness this is principle which open self to right public For Obtain correct, honest information and no discriminatory about maintenance government with keep paying attention to top protection personal, class and secret rights Country (Sibuea, 2010).

Principle Proportionality

Based on several interviews concluded that the availability of facilities and infrastructure special support employee and public Already fulfilled even though they do not have room special, Because Still joined with front office, as well as There is rewards provided by the agency to employees in carrying out public services application SILAKAS. On principle proportionality expect creation something maintenance government which free from abuse of authority, meaning that this principle is the basis for maintenance government which fair in law so that No exists overlapping overlapping authority in an institution. If matter the happen so will happen something dispute authority in maintenance government between institution One with institution which others. Order reigns be wrong one factor supporters success in maintenance government (Lu & Wang, 2021).

Principle Professionality

Based on results interview in on can concluded that service still walk like normal although if there is a permit operator or is business urge, operator Can take double job temporary time by service continuity. Based on principle this all-apparatus country must prioritize his expertise. which where must base on code ethics and provision regulation legislation invitation which there is.

Principle Accountability

Principle accountability becomes salad One principle important in organizing government which Good. Based on results interview can concluded that budget which obtained already walk enough efficient for employees and society. Application and all management free except if there is service to village. Principle accountability is principle which specify that each activity and the final result of the organizer's activities government must have accountable to public or people as holder sovereignty highest (Jan et al., 2021). Local government as authority policy public in area must take responsibility action which taken to public.

The Principle of Effectiveness and Efficiency based on Results Interview

Above, can concluded that part big employee operator SILAKAS Already in accordance with competence and background behind education, However There is several persons Still Not yet in accordance. Although no in accordance with background behind education, employee which graduates of SMA is given education and training-training by suitability service the public. Observation results from researcher, obtained that although operator No in accordance with competence and background behind education, service public still done with very Good.

Efficiency and effectiveness to be something base which must use in carrying out activities' government. Efficiency and effectiveness is two principle which contained in principles government which good (good governance), which where second principle this pointed on ability Which tall For optimizing expediency all source Power and fund which available in framework implementation of governmental tasks, insofar as where task execution is achieved for in a manner maximum. Second principle this focus on maintenance government which appropriate to use without dissipation source power and funds. So that development done in an area can run with maximum and walk with efficient as well as effective in the process (Purnomo et al., 2022).

Context Good Governance

Context good governance on study this is orientation service public based application SILAKAS in line with principle democracy, efficiency, prevention corruption Good in a manner political nor administration, No differentiate group certain in public.

Based on interview with source person on can concluded that context good governance that is orientation service public based application SILAKAS Already in line with principle democracy, efficiency, prevention of corruption Good in a manner political nor administration, No differentiate group certain in public Already in accordance, However There is a number of complaint from public which ask that There is a number of person put first interest other on interest public. In matter this there is gaps which found that is statement from public that service There is which put first interest group. It means draft good governance which runs Service Population and Recording Civil Registry of Tanah Laut not yet held with Good.

Obstacle Service Public with Good Governance based Application SILAKAS

Based on from results interview on can concluded that availability means and infrastructure in operate context good governance already adequate for scope Disdukcapil, but if there are additional HR from the sub service from Subdistrict means and inadequate infrastructure, because the operator services must take turns consuming the means and infrastructure. Based on the results of the interview above, can concluded that comparison HR with demands service Already comparable, And No There is constraints/obstacles in operate context good governance on service application SILAKAS. Results observation researcher obtained that, employee on service administration population already comparable with burden Work. It means there is no resistance to the source indicator Power man and walk with effective.

In comparison to previous research on similar technology-driven governance initiatives, several noteworthy similarities and differences emerge. Previous studies have highlighted the potential of smartphone applications to enhance citizen engagement, streamline administrative processes, and promote transparency in governance. These themes resonate with the findings of the current research in the Regency of Tanah Laut. However, a significant difference lies in the context and challenges faced. The Regency of Tanah Laut, with its unique socio-economic and cultural dynamics, presents distinct challenges such as the digital divide, connectivity issues, and linguistic diversity. While previous research might have discussed these challenges broadly, our findings delve into their specific impact on the implementation of the application in this particular context (Desmal et al., 2022).

From the author's point of view, the findings of this research shed light on the tangible impact of the Good Governance-based application system in the Regency of Tanah Laut. The application holds the promise of ushering in a new era of transparent, citizen-centric governance, as seen in previous research. However, the nuances of implementation and the local challenges faced by the Regency underscore the need for context-

specific strategies. The challenges highlighted, such as the digital divide and data security concerns, point to the inherent complexities of integrating technology into governance systems. These findings suggest that while technological innovations can drive positive change, a one-size-fits-all approach is inadequate. Instead, a holistic understanding of the local context and proactive mitigation of challenges are crucial for successful implementation.

Furthermore, previous research showcases the universality of certain themes in technology-driven governance. Transparency, citizen engagement, and accountability remain key pillars regardless of the geographical setting (Ariyanto et al., 2022). However, the extent to which these pillars are realized is shaped by the unique socio-cultural landscape of each region. In conclusion, the current research findings emphasize the need to approach technology-driven governance initiatives with adaptability and inclusivity. The challenges faced by the Regency of Tanah Laut underscore the importance of not only technological infrastructure but also education, awareness, and community involvement. As an author, I believe that while the road ahead may be challenging, the application's potential to empower citizens and reshape governance practices is a compelling motivation for continued efforts and improvements.

In this study the research gives recommendations for future research (1) Long-Term Impact Study: Conduct a longitudinal study to assess the long-term impact of the application on governance practices and citizen engagement. This can provide insights into the sustainability of the initiative and its effects over time. (2) Inclusivity Assessment: Undertake a comprehensive study to assess the effectiveness of measures taken to bridge the digital divide. This could involve analyzing usage patterns, conducting surveys, and identifying remaining barriers to access. (3) Comparative Analysis: Compare the outcomes of similar initiatives in different regions to identify best practices and lessons learned. This could contribute to a broader understanding of how technology can be effectively integrated into diverse governance contexts. (4) User Experience and Design: Delve into the user experience aspect of the application by conducting usability studies and obtaining user feedback. This can guide improvements in design and functionality. (5) Behavioral Analysis: Explore citizen behavior patterns within the application. Investigate factors that encourage sustained usage and engagement, as well as barriers that lead to disengagement.

In this study the research gives for Suggestions for Practitioners: (1) Localized Strategies: Tailor strategies to address local challenges and needs. Recognize that one solution might not fit all and consider community-specific approaches to overcome barriers. (2) Community Engagement: Foster ongoing engagement with citizens through workshops, town halls, and community forums. This can enhance user involvement in shaping the application's evolution. (3) Capacity Building: Invest in digital literacy programs to equip citizens, especially marginalized groups, with the skills needed to use the application effectively. (4) Continuous Improvement: Establish a feedback loop that actively incorporates user suggestions for improvement. Regularly update the application to address evolving needs and concerns. (5) Privacy Assurance: Continue to prioritize data security and privacy. Keep citizens informed about the measures in place to protect their personal information. (6) Partnerships: Collaborate with local technology experts, NGOs, and academia to leverage expertise and resources for successful implementation.

In conclusion, the current research underscores the potential of technology-driven governance initiatives to transform administrative processes and citizen engagement. However, it also highlights the need for context-aware strategies and proactive measures to address challenges. Future research and practical efforts should aim to build on these findings to create more inclusive, transparent, and effective governance systems that leverage the power of technology while remaining grounded in the realities of the local context.

Conclusions

Based on results study and discussion that, good governance based on service information system applications administration population via smartphones in Tanah Laut Regency mostly it's been going well. Context Good Governance in research this load the principles are indicators in the principles this is the principle of legal certainty, the principle of order administration of the state, the principle of interest general, principle openness, principle proportionality, the principle of professionalism, the principle accountability, and principle effectiveness as well as efficiency on Service Population Recording Civil Regency of Tanah Laut Still need improved Again, matter this because there are still some principles which Still Not yet walk with maximum like exists person which put first interest group special/official lack of means and infrastructure like computer which must alternate if there is a sub service operator from Subdistrict come, Then Still There are employees based on educational status No in accordance with job description (jobdesc) competence, as well as exists double job if there is one employee who permission/not enter Work. From a number of matter the need exists enhancement. Based on results study found Still exists constraint in system application-based good governance

administration service information population via smartphones in Regency of Tanah Laut that is means and infrastructure which has not been adequate If There is addition operator from subdistrict, so that resulted means which worn must alternate.

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