

CHAPTER I

INTRODUCTION

1.1 Background

Technological developments in government can be seen, including online-based government administration. With online-based government administration, many advantages will be obtained, such as speed of access, time efficiency, and also much more effective services. With Technology, government services that initially required the parties concerned to visit public service offices will be easier because they only need to access online-based services from home. With this, it can be said that the government bureaucracy, which was originally considered long-winded because it had to go to many places and took a long time has been transformed into an agile government.

This spirit of change in the responsiveness of the bureaucracy in government is called Agile Government. Agile government is a paradigm that the Indonesian bureaucracy relies on as a public servant. This is also emphasized in Law Number 5 of 2014 concerning State Civil Apparatus which states that the state civil apparatus must uphold high ethical standards, fulfill the code of ethics and employee code of conduct, including carrying out their duties carefully and with discipline, serving with respect, polite, and without pressure, maintain confidentiality regarding state policy (Zulyani, 2020).

In various studies, agile governance appears in the organizational area and encourages people to apply agile organizational governance to improve organizational performance and productivity processes (Vernanda, 2009). Agile Governance is defined as the ability of both organizations, countries, and communities to respond to all changes, especially regarding the community's needs

which have changed over time. Referring to Huang, Pan, & Ouyang (2014) agile governance is also defined as the organization's ability to be able to perform cost-efficiently, as well as increase speed and accuracy in exploiting opportunities to make actions innovative and competitive. One of the efforts to increase speed and accuracy as referred to in the definition of agile governance is the use of online services in line with technological developments.

With the formation of various online-based government administration applications, participation from the community is also very much needed as a target for government administration. The development of information technology also drives the importance of public participation. Thus, technology plays an important role in communication processes and practices amid an industrial society transforming into an information society (Kurmia, 2005). The same thing was also stated by Anshor (2018) namely the rapid development of information technology, enabling more efficient production, distribution, and consumption of goods and services. Quoted from L. Y. Siregar & Nasution (2020) Information technology is a technology that has a very large influence in all aspects of life today because it is a necessity to facilitate a job for humans.

The narrative of openness, inclusion, and collaboration takes various forms in a digital society. However, the idea of this concept is that the community has progressed from a passive observer to an active participant. These developments are certainly greatly influenced by the level of technological development, especially ICTs. In this case, technology has become a mediator of participation in the digital era. Technology itself refers to changes in the quality of life that result or changes in the character of social life resulting from technological activities. Technology is an individual's ability to manipulate various existing tools for improvement. In this

case, technology is not an object but an ability.

Internet user participation, namely community participation to raise awareness, becomes a construction process that will lead to two-way communication between the government and the community. The government acts as a public servant and the community as a service target. The relationship that arises should have a very constructive impact because all the limitations felt by the community will immediately solve. In this case, the community will participate more in various policies or programs launched by the government because they feel that the government processes their concerns and complaints. Referring to Hidayat, Engkus, Suparman, Sakti, & Irmaniar (2018) government communication is a reciprocal process of delivering information and messages between the government and the governed, one party uses a 'frame of reference' the other party, in a certain position and role, so that the behavior and attitudes of the other party are formed, changed or maintained based on mutual understanding. and mutual trust between the two parties.

To foster community participation, the government must produce pro policies to the community, not the other way around, so that people will have more confidence in the government's performance. Community participation is closely related in realizing a democratic system. The definition of participatory democracy is decision-making by involving the participation of the community in various fields, both political, economic, and social (Sutrisno & Akbar, 2018). A forum presented by the government to carry out two-way communication with the community aims to exchange thoughts or ideas, evaluate policies produced by the government, and discuss future planning involving the community. The role of the community or the use of active public involvement in the planning, decision making, and

implementation of policies is to ensure that the results obtained are in accordance with the needs and conditions experienced by the community. Participation in order to achieve democracy is a process where the community must always be involved in all decision-making activities carried out by the government at all levels.

In relation to agile government, the author views the importance of government readiness to create an agile bureaucracy, especially in terms of information technology. Then also to find out more about the design of community participation in realizing the agile government model, it is very necessary to do further research to ensure that this initiation is not only an ideal discourse and theory or only applied in some areas, but can also be implemented comprehensively in everyday life.

1.2 Formulation of The Problem

Based on the description and explanation provided in the preceding context, the problem formulation in the form of research questions is as follows:

1. How is the design of E-Participation in Realizing the Agile Government Model Based on Information Technology in South Sulawesi Province?
2. What are the Factors Shaping the Design of E-Participation in Realizing the Information Technology-Based Agile Government Model in South Sulawesi Province?

1.3 Research Purposes

Based on the formulation of the problem above, the objectives of this research are:

1. To find out the form of E-Participation design in realizing an information technology-based agile government model in South Sulawesi Province
2. To determine what factors shape the E-Participation design in realizing

an information technology-based agile government model in South Sulawesi Province.

1.4 Benefits of Research

Two benefits are categorized in this study, namely:

1.4.1 Theoretical Benefits

The existence of this research is theoretically expected to provide benefits in the form of:

- a. Contribute positively to readers in the development of scientific methods and fields
- b. Learning tools in adding and enriching the author's thoughts in analyzing problems that hinder public participation in realizing information technology-based agile government

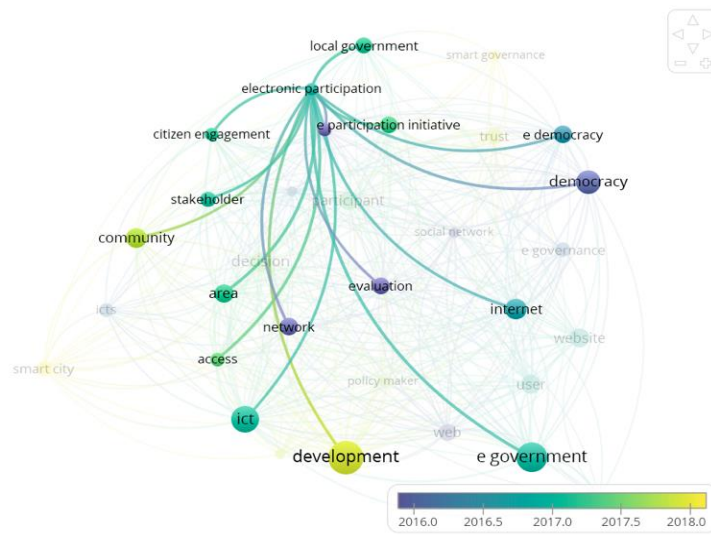
1.4.2 Practical Benefits

The existence of this research is practically expected to provide benefits in the form of:

- a. Contains recommendations and references for the government, especially the South Sulawesi Provincial Government in realizing an agile governance model based on information technology
- b. Increasing community participation (E-Participation) in line with the government's plan to realize an information technology-based agile governance model.

1.5 Literature Review

This chapter will explain related to the theoretical review that will support this research so that it is explained in an orderly and directed manner, first a literature review, this will explain related to several previous studies. The second theoretical framework will explain some of the opinions of experts related to the



theories used in research. These three frameworks of thought explain the road of this research more clearly and directed. These four

conceptual definitions explain abstractly through the researcher's concept which is expected to simplify the thinking in this research. The five operational definitions explain some of the variables and parameters of this research.

In this study, researchers took several references related to community participation based on the use of information technology and developed them again based on previous research results. In the next paragraph, the previous research will be described.

Figure 1. 1 Visualization of Previous Research Networks Regarding E-Participation

Source: Data processed by author using Vos Viewer

On figure 1, the above provides a mapping of the network of previous studies related to participation and E-Participation, where some of the above

Source: Data processed by author using Vos Viewer

Based on research conducted by Nurmandi & Muhammad (2015), participation is an important element that must be considered in policy. Therefore, implementing public participation in policy formation must be regulated more clearly. Sleman Regency Government consistently manages people's aspirations by utilizing technology, information, and communication or commonly called e-government. The objectives of this study are (1) to analyze various matters related to the implementation of website-based deliberative public participation (2) to analyze the supporting and inhibiting factors in the implementation of website-based deliberative public participation at the Sleman Regency Local Government Licensing Service in 2014.

This study focuses on research The field and methods used in this study are descriptive qualitative and quantitative analysis. Data were mainly obtained from respondents using purposive sampling technique, based on questionnaires and interview results as primary data, was also equipped with secondary data. The study results, the research obtained shows that the implementation of Sleman Regency community participation in policy formulation has been going well and is at the Consultation level and there is an inclusion stage.

The driving factor: the existence of institutions, continuity, adequate facilities and infrastructure. Inhibiting factors: inaccurate complaint data, limited human resources and human error. It can be concluded that the method of community participation in the formulation of regional policies is an obligation that the government must carry out because of the demands of decentralization in regional autonomy, which requires the government to play a role with other stakeholders in the formulation of regional policies. Suggestions were made so that in the future the government is obliged to improve facilities from the consultation level to the degree of community power (Degree of Citizen Power).

Other research that examines public services based on information and communication technology (ICT), electronic Rukun Neighbors/Rukun Warga (e-RT/RW) (E-Government Study in Ketintang Village, Gayungan District, Surabaya City Government) (Pratama, 2015). This research is based on a new perspective in managing the public sector, which is oriented towards promoting service to the community, rather than the government's interests. This e-Government program is an e-RT/RW program in the city of Surabaya.

The results showed that the e-RT/RW program was sourced from the Mayor of Surabaya. The supporting factors for the e-RT/RW program in Ketintang Village, Gayungan District, Surabaya City were full support from the government and related parties, standard service standards and qualified infrastructure. While the inhibiting factors are public interest, lack of internal support, and lack of infrastructure maintenance. From the study results, researchers suggest that more active socialization is needed, but not only socialization but also training the community to operate online. Transparent funding accountability. Holding intense communication

forums, adding website content, and controlling technical problems along with a thorough evaluation.

Refer to research by Azhar (2015) which aims to determine how community participation in development planning in Pegirian Village, Semampir District, Surabaya. The results showed that community participation in development planning (musrenbang) in Pegirian District was not good. Community participation in the village musrenbang is carried out in accordance with the circular letter of the Ministry of National Development Planning/Bappenas and the Ministry of Home Affairs No. 8 of 2007. The forum was attended by most stakeholders, including LKMK, BKM, RW, RT and Karang Taruna, but PKK representatives were not present. The collection of proposals obtained from the public is only in accommodating and receiving proposals. The form of community participation is in the form of intellectual participation. Community participation in the e-musrenbang program in Pegirian Village has not been well.

Other research from Muldi (2018) E-Musrenbang is a website-based planning application portal built to support planning synergies between the central government and local governments in preparing government work plans. The concept of E-Musrenbang is implemented by local governments in the form of the Regional Development Work Plan (RKPD) program through an online system. West Java RKPD Online is an innovation in public information system services for the West Java regional government. The online West Java RKPD, in addition to containing the results of the village, sub- district, district and city Musrenbang also opens up space for West Java people in general who are not involved in the Musrenbang to provide development planning proposals directly. Stakeholders of communication planning for

West Java RKPD Online are Musrenbang participants, including village/kelurahan representatives, West Java SKPD forum, Muspida.

According to research by Akbar, Winarno, & ..., (2021) E-Government as part of internet products has become a topic of discussion in internet and mass media discussions and is popular after being linked to the regional autonomy policies districts/cities in Indonesia. However, many government information systems are created and implemented that do not function optimally at both theregional and central government levels. Measuring the maturity level of E- government is needed to determine the success of E- government implementation. The purpose of the E- government maturity assessment is to provide baseline data, follow-up data, and all that is needed for the development of an E- government strategy. Gartner is one of the models used to measure the maturity level of e-government. Gartner's model suggests four critical phases of e- government evolution: web presence, interaction, transactions, and transformation.

Gartner model is used to measure maturity level in Sukoharjo district. The research methodology uses a questionnaire and the calculation uses the average score of each dimension. To determine the relationship between the dimensions and the criteria used the PLS (Partial Least Square) method. Research proves the maturity level of E-government is 4.06 (predictable process). The dimensions of transformation and usability affect public participation in using e-government in Sukoharjo district. Research proves the maturity level of E-government is 4.06 (predictable process). The dimensions of transformation and usability affect public participation in using e-government in Sukoharjo district. Research proves the maturity level of E-government is 4.06 (predictable process). The dimensions of transformation and usability affect public participation in using e-government in Sukoharjo district.

On research by Holle (2011) Direct contact in service delivery provides a great opportunity for maladministration practices (failure to provide services). Therefore, efforts are needed to minimize or eliminate maladministration practices by utilizing information and communication technology (ICT) in the context of electronic-government to service delivery, so that direct contact between service providers and service users no longer occurs. In Indonesia, this opportunity already exists with the issuance of Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for the Development of Electronic-Government (electronic-Government framework) to support changes towards democratic governance facilitating communication. between the central and local governments, ensuring the implementation of good governance principles.

Further research from Sutrisno & Akbar (2018) Participation is an important element in development in both urban and rural areas. Community participation is an active subject in development management (active citizen). This article aims to describe citizen participation in development through the framework of the smart city program in the city of Bandung. The qualitative research method is interview data collection techniques, observations, and literature/document studies. The results showed a shift in the concept of participation when the smart city program was implemented. Community participation is no longer traditional face-to-face but is mediated by information and communication technologies (ICTs) into e-participation. Smart city programs, especially smart government, can coordination and problem-solving. The use of ICTs technology through portals, internet (web) pages, and social media can simplify and simplify work mechanisms and shorten bureaucracy.

The community has also become more active in participating in development because every input and complaint report is followed up quickly and is easy to

monitor. In addition, with the use of social media to the sub-district level, all government activities can be known by the community and they can actively participate in providing input and submitting complaints. The community has also become more active in participating in development because every input and complaint report is followed up quickly and is easy to monitor. In addition, with the use of social media to the sub-district level, all government activities can be known by the community and they can actively participate in providing input and submitting complaints. The community has also become more active in participating in development because every input and complaint report is followed up quickly and is easy to monitor. In addition, with the use of social media to the sub-district level, all government activities can be known by the community and they can actively participate in providing input and submitting complaints.

Research results from C. N. Siregar & Rahmansyah (2020) aims to reveal public perceptions and participation in implementing the Digital West Java program through the official account of the governor of West Java for the 2018-2023 period Ridwan Kamil, on Instagram @ridwankamil. The method used is the descriptive qualitative method. The data used consisted of 20 images uploaded by Ridwan Kamil related to the West Java Digital program from January to May 2019. Of the 20 data, two images were sampled in this study. The sample selection was carried out based on the number and relevance of data about the perception and participation of the people of West Java. Public comments in these two uploads totaled 1,666 (one thousand six hundred and sixty-six). These comments are then analyzed and used as the main data in revealing public perceptions and participation in the program organized by Ridwan Kamil as Governor of West Java. The study results indicate that many people have a

positive perception of the West Java Digital program and the community is willing to participate and participate in the program.

Research from Bachtiar, Dwi P., Pratiwi, & Saniyyah (2020) also discusses public participation associated with the bureaucracy. Bureaucracy is an important element for a country. The essence of bureaucratic performance itself is related to meeting the needs and desires of the community. The digital bureaucracy opens up opportunities to improve bureaucratic performance and opens the widest possible opportunity for the public to participate. However, it turns out that the Indonesian people are not fully ready to participate in the digital bureaucracy. This is because people still prefer to use conventional methods in their activities related to bureaucracy in some areas. Even though the government is intensively initiating and launching a digital bureaucracy.

The discussion in this article tries to see how the community's readiness to participate in the digital bureaucracy is, using qualitative descriptive methods and secondary data. Of the several existing factors, which quite influence the unpreparedness of the community to participate in the digital bureaucracy, including the cultural factors of technology adoption that are not evenly distributed, the quality of human resources is still low, and the existence of infrastructure inequality.

To suppress all factors that hinder public participation in the digital bureaucracy, it is important to ensure the quality of education, strengthen e-literacy, carry out intensive socialization, and seek the distribution of technology infrastructure. The factors that quite influence the unpreparedness of the community to participate in the digital bureaucracy include the cultural factors of unequal technology adoption, the low quality of human resources, and the existence of infrastructure inequality. To suppress all factors that hinder public participation in the

digital bureaucracy, it is important to ensure the quality of education, strengthen e-literacy, carry out intensive socialization, and seek the distribution of technology infrastructure.

Research conducted by Rachman & Napitupulu (2020) aims to determine the effectiveness of citizen participation in e-Government, especially e-Participation. Citizen acceptance rates can be used to assess standards of civic engagement. The level of approval will determine whether e-Participation is used or not. REPORT! is a national e-Participation portal that functions as a mechanism for fulfilling public service order, allowing stakeholders to express their wishes and participate in the formulation of policy decisions in Indonesia. Unfortunately, public interest in electronic participation is still limited. Systemic analysis using the PRISMA method was used. REPORT it! The app generated 40 citizen consent variables, according to the findings.

Table 1. 1 Literature Review

RESEARCHER	TITLE	RESEARCH RESULT
(Nurmandi & Muhammad, 2015)	Website-Based Deliberative Public Participation in Regional Policy Formulation	Research shows that the implementation of Sleman Regency community participation in policy formulation has been going well and is at the Consultation level and there is an inclusion stage. The driving factor: the existence of institutions, continuity, adequate facilities and infrastructure. Inhibiting factors: inaccurate complaint data, limited

		<p>human resources and human error. It can be concluded that the method of community participation in the formulation of regional policies is an obligation that must be carried out by the government, because of the demands of decentralization in regional autonomy which requires the government to play a role with other stakeholders in the formulation of regional policies.</p>
(Azhar, 2015)	<p>Community Participation in the Development Planning Deliberation (MUSRENBANG) in Pegirian Village, Semampir District, Surabaya City</p>	<p>Community participation in the e-musrenbang program in Pegirian Village has not been going well. The factors that influence the community in the Pegirian Village Musrenbang are that the community is not ready because of the busyness of the community and the lack of facilities and infrastructure. It is proposed that access through the website is the level of participation at the level of information that is only given about the village and community Musrenbang being listened to and</p>

		accommodated proposals brought by community representatives. .
(Pratama, 2015)	Public Services Based on Information and Communication Technology (TIK), Electronic Rukun Neighbors/Rukun Warga (E-Rt/Rw)	The results showed that the e-RT/RW program was sourced from the Mayor of Surabaya. The supporting factors for the e-RT/RW program in Ketintang Village, Gayungan District, Surabaya City were full support from the government and related parties, standard service standards and qualified infrastructure. While the inhibiting factors are public interest, lack of internal support, and lack of infrastructure maintenance. From the study results, researchers suggest that more active socialization is needed, but not just socialization but also training to the public to operate online. Transparent funding accountability. Holding intense communication forums, adding website content, and controlling technical problems along with a thorough evaluation.
(Muldi, 2018)	Communication of Regional	Local governments implement the concept of E-Musrebang in the form

<p>Local governments implement the concept of E-Musrenbang</p>	<p>Development Planning Based on E-Musrenbang (Case Study of West Java Rkpd Online)</p>	<p>of the Regional Development Work Plan (RKPD) program through an online system. West Java RKPD Online is an innovation in the field of public information system services for the West Java regional government. The online West Java RKPD, in addition to containing the results of the village, sub-district, district and city Musrenbang also opens up space for West Java people in general who are not involved in the Musrenbang to provide development planning proposals directly. Stakeholders of communication planning for West Java RKPD Online are Musrenbang participants, including village/kelurahan representatives, West Java SKPD forum, Muspida; Camat, sub-district apparatus and sub-district UPT, Regency / City Government, West Java Government SKPD, academics, communities, entrepreneurs (business world) and the general public.</p>
--	---	--

(Akbar et al., 2021)	Evaluation of the Maturity Level of e-Government on Community Participation and Public Services Implementing the Gartner Framework	There are still many government information systems that are created and implemented that do not function optimally at both the regional and central government levels. Measuring the maturity level of E-government is needed to find out the success of the implementation of E-government. The purpose of the E-government maturity assessment is to provide baseline data, follow-up data, and all that is needed for the development of an E-government strategy. Gartner is one of the models used to measure the maturity level of e-government. Gartner's model suggests four critical phases of e-government evolution: web presence, interaction, transactions, and transformation. Gartner model is used to measure maturity level in Sukoharjo district. Research proves the maturity level of E-government is 4.06 (predictable process).
(Holle, 2011)	Public Services Through	Direct contact in service delivery provides a great opportunity for

	<p>Electronic Government: Efforts to Minimize Maladministration Practices in Improving Public Service</p>	<p>maladministration practices (failure to provide services). Therefore, efforts are needed to minimize or even eliminate maladministration practices by utilizing information and communication technology (ICT) in the context of electronic-government to service delivery, so that direct contact between service providers and service users no longer occurs. In Indonesia, this opportunity already exists with the issuance of Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for the Development of Electronic-Government (electronic-Government framework), to support changes towards democratic governance, facilitating communication. between the central and local governments, ensuring the implementation of good governance principles,</p>
<p>(Sutrisno & Akbar, 2018)</p>	<p>E-participation in local development (implementation</p>	<p>The results showed that there was a shift in the concept of participation when the smart city program was</p>

	study	<p>implemented. Community participation is no longer traditional through face-to-face but is mediated by information and communication technologies (ICTs) into e-participation. Smart city programs, especially smart government, can speed up coordination and problem solving. The use of ICTs technology through portals, internet (web) pages, and social media can simplify and simplify work mechanisms and shorten bureaucracy. The community has also become more active in participating in development because every input or complaint report is followed up quickly and is easy to monitor. In addition, with the use of social media to the village level,</p>
(C. N. Siregar & Rahmansyah, 2020)	Community Perception and Participation in the Implementation of the Digital West Java Program in	<p>The research was conducted by taking 2 of the 20 images uploaded by Ridwan Kamil related to the Digital West Java program from January to May 2019 as a research sample getting 1,666 public comments (one thousand</p>

	<p>Ridwan Kamil's Instagram Account</p> <p>A Socio-Digital Study</p>	<p>six hundred and sixty six). These comments are then analyzed and used as the main data in revealing public perceptions and participation in the program organized by Ridwan Kamil as Governor of West Java. The results of the study indicate that many people have a positive perception of the West Java Digital program and the community is willing to participate and participate in the program.</p>
<p>(Bachtiar et al., 2020)</p>	<p>Digital Bureaucracy: The Study of Community Participation and Readiness</p>	<p>Indonesian society is not fully prepared to participate in the digital bureaucracy. This is because in some areas people still prefer to use conventional methods in their activities related to bureaucracy. Even though the government is intensively initiating and launching a digital bureaucracy. Of the several existing factors, which quite influence the unpreparedness of the community to participate in the digital bureaucracy, including the cultural factors of technology adoption that are not</p>

		<p>evenly distributed, the quality of human resources is still low, and the existence of infrastructure inequality. To suppress all the inhibiting factors for public participation in the digital bureaucracy, it is important to ensure the quality of education, strengthen e-literacy, carry out intensive socialization.</p>
<p>(Rachman & Napitupulu, 2020)</p>	<p>The quality of public participation in e-government through citizen Acceptance factors</p>	<p>REPORT! is a national e-Participation portal that functions as a mechanism for fulfilling public service order, allowing stakeholders to express their wishes and participate in the formulation of policy decisions in Indonesia. Unfortunately, public interest in electronic participation is still limited. Systemic analysis using the PRISMA method was used. REPORT it! The app generated 40 citizen consent variables, according to the findings. The findings of this study suggest higher levels of citizen recognition as a way to increase the efficiency of civic engagement in e-</p>

		government.
--	--	-------------

Based on the above study, several previous researchers have explained information technology-based E-Participation and their respective dynamics. The similarity in this study with the previous research above is about the deepening of research in terms of the sustainability and sustainability of efforts in realizing an agile model based on information technology. Meanwhile, what will distinguish this research from the previous one is that this research will discuss \online-based community participation with the use of the latest information technology to be used in the stages of preparing the RKPD in the coming year.

1.6 Theoretical Framework

1.6.1 E-participation

According to scientific literature in journals(Gil-García & Pardo, 2005), a list of factors influencing the development of e-participation was formed: international drivers of change [2], characteristics of human capital [3], scale of technological development [4], degree of democracy, type of participation [4], decision-making procedures and legal frameworks [5] , institutional and political resistance [6], digital divide [3], common benefits of involved stakeholders [7], privacy and autonomy issues [8], trust in e-participation tools [9], level of income and social welfare [10], attention to the demand side and evaluation [11].

The phenomenon of e-participation is closely related to the concept of e-governance and open government. The concept of open government is expressed in transparency, citizen participation and cooperation. The development of this concept was largely facilitated by the development of information and communication technology because from a technical point of view, both information disclosure and

citizen participation have been simplified. In their review of open government, A. Meijer, D. Curtin and M. Hillebrandt identified two main areas of this concept: ensuring free access for citizens to government information and providing data on the activities of authorities, as well as their implementation of citizen participation in decision-making processes.(Vidiasova & Vidiasov, 2020).

E-Participation, which has been shared with Andersen's e-Democracy and embraced by supply and demand-side stakeholders has been defined by Macintosh as a knowledge-intensive process. It is an interactive, collaborative, incremental, and dynamic process that requires meaningful messages to be extracted from large data generated by multiple stakeholders over time. Good electronic service design and good electronic participation are complementary. One of the goals of implementing ICT in e-Participation is to motivate and involve a wider range of citizens through various modes of technical and communicative skills to ensure wider participation in the policy process, qualitative and accessible information in real-time, transparent governance, and accountable (Islam, 2008).

Participation comes from the word “pars” and “capere”, pars means part, while capere means taking. Participation is adapted from the English language, namely participation, which means taking part or participation (Arafah & Winarso, 2020). Supported by the definition put forward by Hanif (2016) Community participation is defined as the participation of a group of community members in self-development, life, and the environment. According to the previous definition, community participation can be interpreted as a process of community participation. The process includes identifying problems and potentials that exist in the community, selecting and formulating alternative solutions to problems,

implementing problem solving efforts, and evaluating changes that have occurred in the community.

The establishment of a new scheme of relations between the government and the community is reflected in the implementation of development during the Regional Autonomy period. The spaces for community involvement in the development process at the regional level are quite wide opened. Community involvement in the planning process is in the general formulation process, where the community is allowed to submit basic hopes, needs, and interests (Sugiarto, 2015).

According to Adisasmita, "Community participation is community empowerment, its participation in the planning and implementation of development programs/projects, and is the actualization and willingness and willingness of the community to sacrifice and contribute to the implementation of development programs (Latif, Rusdi, Mustanir, & Sutrisno, 2019).

The community was identified as the most critical factor in the construction process; it must be understood that development must start from the bottom up, with community empowerment to play an important role in advancing development. The active presence of citizens is the focal point of progress. Two valuable assets for empowering culture are the willingness to develop and desire to improve. According to Adisasmita (2006), there are many explanations why citizens should be welcomed and supported to participate:

- a. The community pays attention to the social and economic situation.
- b. The community can analyze the triggers and consequences of social events.
- c. The community can formulate responses to community challenges and problems.
- d. Communities can use development tools (SDA, HR, and funds).

Rowe and Freyer (2004:512) explain that community participation is a process of consultation and community involvement in setting agendas, making decisions and forming policy activities of institutions that are responsible for policy development. Furthermore, according to Sihombing, community participation is a basic human right to participate in planning, implementing, and controlling development that presents its hope of independence (Azhar, 2015).

The concept of participation in public administration is important in realizing democratic values. Osborne and Gaebler express this when they include the principle *reinventing government namely* the principle of “community owned government: empowering rather than serving” which shows the importance of community participation in public administration. And then a new public service perspective develops which further strengthens the position of community participation. The identity of citizens is not seen as a matter of self-interest, but also involves values, beliefs, and concern for others. Citizens are positioned as owners of government and act together to achieve something better. The public interest is no longer seen as an aggregation of personal interests, but as a result of dialogue and public involvement in seeking shared values and common interests (Bao, Wu, Xia, & Gao, 2015).

1.6.2 Information Technology

With the rapid advancement of communication technology, many communication experts have shifted their focus to it, one of which is Everett M. Rogers (1986: 2) views communication technology as a database server in an organizational structure that contains their respective social values. people to collect, process, and exchange information. According to Rogers' concept, communication technology is innovative. First, there is the network infrastructure in terms of hardware or software. Second, information technology is embedded in certain global,

social, and political frameworks. Third, is the basic principle of the information infrastructure structure of the latter. Fourth, in the network area, communication infrastructure is similar to hardware. Communication technology, as a system, is often said to condition its consumers to reduce the power of messages, adapt to technological requirements for the use of communication technologies, and increase contact with several other individuals without understanding the barriers of distance (Kurmia, 2005).

Information technology (IT) is described as a collection of policies, procedures, and techniques aimed at cost, risk, and protection management. As a result, IT increases the efficiency of processes that require technical capital. Inefficient administrative planning; Inefficient structures to handle IT facilities, software services, information management, and IT investments are among the triggers for IT governance failures. Managing IT artifacts (such as general records, technical records, software systems, software modules, architectural templates, project requirements, and output reports, among others) is a part of IT governance. Part of the importance of IT to organizations is concentrated in such artifacts.(Lima, Barbosa, & De Souza, 2017).

According to (Gill, Smith, Beydoun, & Sugumaran, 2014)Information Technology or IT for short is used in government to assist key management processes and establishment requirements. IT was introduced at the organizational layer of the government architecture to improve the performance and reliability of operational personnel and transactional tasks (eg, handling financial transactions, front-end operations), to increase overall government productivity. With the invention of the Internet in the 1990s, government organizations could help drive technology acceptance at the individual level. E-government, or government electronic services,

refers to government programs over the Internet. People can communicate and access e-government resources through shared internet technology through government portals. Citizens now commonly use government enterprise e-government facilities (human services, banking services, school services, facility services, and emergency management). Not only do people take advantage of e-government services, but their desire for more e-government services is also increasing. The need for more e-government programs weighs on the IT capabilities of government organizations.

1.6.3 Agile Government

An agile government is a government that can react to public problems flexibly, adaptively, and promptly. Information Technology (IT) has used an agile approach to organizations for more than two decades. Budget bloat, missed deadlines, low production performance and consumer frustration are common problems in the IT sector, and agile approaches and practices are used to address them (Amalia, 2020).

According to Denning (2016), agile government is more important than agile management, the method, framework, network, or operational layout is an agile mentality. The mindset of an agile application consists of:

1. Goals, behaviors, and ideals are based on added benefit and creativity for consumers and clients rather than short-term benefits.
2. Supervisors see themselves as squad representatives who behave as drivers rather than operators to optimize capacity and staff.
3. Creating an autonomous and networked team to carry out large-scale, diverse, and critical activities.
4. a team framework that uses organized and customer-focused activities.
5. Realizing the importance of transparency and quality in the development of goods, programs, and work practices regularly.

6. Top-down and bureaucratic bureaucracy, dialogue is transparent and two-way.
7. Workplaces built to be accessible, inclusive, and interactive.

Agile Governance is defined as the organization's ability to respond quickly to unexpected changes in meeting the demands and needs of an increasingly changing society. In addition, Agile Governance is also defined as the organization's ability to perform cost efficiency and increase the speed and accuracy in exploiting opportunities to make innovative and competitive actions.

1. Good enough governance: the level of governance must always be adapted to the context of the organization.
2. Business-driven: business should be the reason for every decision and action.
3. Human focused: the community must be respected and given space to participate in governance.
4. Based on quick wins: success achieved quickly should be celebrated and motivated to get more stimulation and results.
5. Systematic and Adaptive approach: the team must be able to develop intrinsic capabilities to respond to changes quickly and systematically.

Simple design and continuous refinement: the team must provide fast results and always improve (Vernanda, 2009).

1.7. Conceptual Definition

1.7.1 E-participation

E-participation is one of the important dimensions of e-government, which is concerned with the effects of Information Technology on government-citizen relations. Governments use E-Participation to increase openness and transparency by providing online information, or citizens' use of information technology to participate, collaborate or/and negotiate in decision-making processes.

1.7.2 Information Technology

Information technology is a collection of policies, procedures, and techniques aimed at cost, risk, and protection management. As a result, IT increases the efficiency of processes that require technical capital. Inefficient administrative planning; Inefficient structures to handle IT facilities, software services, information management, and IT investments are among the triggers for IT governance failures.

1.7.3 Agile Government

Agile government can react to public problems flexibly, adaptively, and promptly. Information Technology (IT) has used an agile approach. Budget bloat, missed deadlines, low production performance and consumer frustration are common problems in the IT sector, and agile approaches and practices are used to address them.

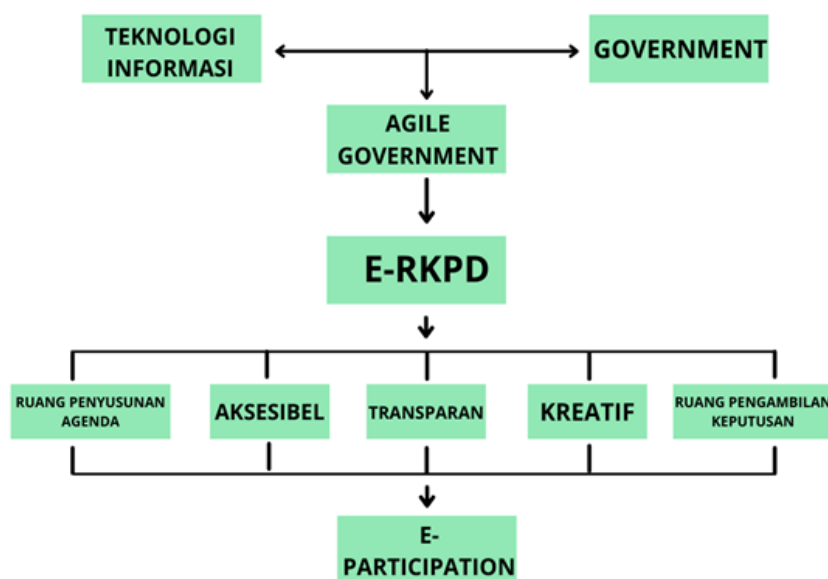
1.8. Operational Definition

Table 1. 2 Operational Definition

Variable	Indicator
E-Participation Design	Community consultation and involvement in IT-based agenda-setting and decision-making
	Community consultation and involvement in shaping IT-based development planning policies
Technology	Existence of development plans based on accessible data and database servers to collect, process, and exchange information
	There is space in information technology that is used for development planning decisions

information	The existence of a communication infrastructure network in the development planning system
Agile Government in Development Planning	The existence of a government that can respond flexibly to public problems increases public participation
	There is an adaptive government for the community
	There is a timely response to the community

1.9. Framework



1.10. Research Methods

1.10.1 Types of Research

his type of research uses descriptive qualitative. Qualitative research is a type of research whose findings are not obtained through statistical procedures or other calculation forms (Wekke, 2017). Trying to understand and interpret the meaning of an event of human behavior interaction in certain situations according to the

researcher's own perspective (Gunawan, 2016). This study uses a descriptive qualitative approach by analyzing the design of information technology-based E-Participation in realizing the agile government model.

The data from this study were sourced from interviews and internet analysis based on the level of community participation in internet use, in this research using the crosstab query analysis feature, coding similarity, and group query (Bruno, 2019).

1.10.2 Research Sites

The location of this research is in South Sulawesi Province. This location was chosen because in this study we wanted to know the design of E-Participation based on information technology and factors forming the design of E-Participation in realizing an information technology-based agile government model in South Sulawesi Province.

1.10.3 Types of Research Data

1. Primary Data

Primary data is data in the form of original research document data collected from actual conditions where when the event occurred, it is called primary data. The primary data in this study were obtained from direct interviews with the Regional Development Planning Agency's Staffs.

2. Secondary Data

Secondary data is data collected from other sources, such as reading or literature and various other data sources. Secondary data can be in the form of magazines, bulletins, publications from related organizations or institutions, besides that it can also be in the form of attachments from official bodies such as study results. Secondary data from this study was obtained from documents obtained from the

internet such as Bappeda's official Instagram account and books, journals, reports, and archives related to the research.

1.10.4 Data Collection Techniques

Data is something that still has to be reprocessed. Data can be in letters, numbers, sounds, symbols, and conditions that are usually used to view objects, environments, and events. This data collection technique was also carried out to obtain the information needed to achieve the ultimate goal of a study. The objectives presented in the form of hypotheses are tentative answers to research questions. Data were collected using interview techniques and documentation studies. As for the data, the collection technique is done by:

1. Interview

Interviews are important in qualitative research because they will explore information transformed into words. An interview is a conversation with a specific purpose carried out by two parties: the interviewer (interviewer) as the questioner and the interviewee (the resource person) as the answer to the question. As for the interview stage, the sources that the researchers chose were as follows:

Table 1. 3 Informant List of Bappelitbangda’s Staffs

No.	Informant	Position
1.	Dr. Andy, M. Si	SecretaryRegional Development Planning, Research and Development Agency (Bappelitbangda)Sulawesi Province
2.	Sari Susanty Syam, ST., M.Si	Head of Infrastructure and Regional Development of Bappelitbangda South

		Sulawesi Province
3.	Inyo, ST.	Functional Bappelitbangda PSouth Sulawesi province

2. Documentation

According to Sugiyono (2009:317) document is a collection of records of events. Documents can be in writing, such as journals, diaries, life histories, sketches, living pictures, archives, newspapers, etc. Documents in the form of images such as photos, sex, paintings, live pictures, and others. While documents in the form of works, for example, can be pictures, films, sculptures, works of art, etc.

1.10.5 Data Analysis Technique

Is the final activity of data analysis. Drawing conclusions in the form of interpretation activities, namely finding the meaning of the data that has been presented. As for in this case, analyzing the data is done through data processing software which is an alternative way to process research data. One of the computer programs that can be used is the latest Nvivo application version 12(O'neill, Booth, & Lamb, 2018).

a. Crosstab Query

Crosstab query is a technique used to determine research variables that influence the object or focus of research studies by displaying percentages of numbers, graphs, and summaries (Hai-Jew, 2020).

b. Coding Similarity

Coding similarity is comparing the results of coding between a file and a node, files or nodes that have been coded are grouped based on high values and low values, the results of these values can be displayed in clusters (Hai-Jew, 2020).

c. Group Query

Group query analysis is used to find items related to a node/case (Hai-Jew, 2020).

Group query analysis helps explain to researchers the relationship between one item and another node (Jackson & Bazeley, 2019).

1.10.6 Analysis of Data Technique

