

CHAPTER I

INTRODUCTION

A. Background

The development and progress of a science and information technology today is very rapid along with the development of the era. Some concrete examples of the development of information technology today are widely used by the public to support social life. Related to the daily use of the development of technology life, it must be initiated, starting from the deepening of an area and the environment. If information continues to be applied only with the spread of letters that will increasingly encourage the increasing effect of waste. The existence of experts and supporters is one of the processes so that the Information System can be managed well, causing the effect of time efficiency and cost of use in order to accelerate the dissemination of information about an area, (Irawan & Jaja, 2018).

Management Information System works and organizes a forum to channel the direction and purpose of the information to be addressed based on the main points of a regional advantage. Various innovations from management information systems have the aim of increasing convenience in various matters such as obtaining information, improving the quality of service processes from government agencies to the public through online services, and developing of human civilization through information technology media with no exception in the administration of government. The form of implementation of public services based on information technology

and interactive communication between the Government and other parties from community groups is called e-government. E-government starts from a simple form of service, namely the provision of information and computer-based data about the implementation of government and development, (Kurniasih, 2014).

According to the World Bank, e-government refers to the use by government agencies of information technology (such as wide area networks, Internet and mobile computing) that have the capacity to transform relations with citizens, companies and other branches of government, (Supangkat & Jaya, 2006).

In the instruction of the President of Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for E-Government Development it states the matters that are considered for the implementation of E-Government in Indonesia are as follows:

1. The rapid advancement of communication and information technology and its potential for widespread use, opens opportunities for accessing, managing and utilizing large volumes of information quickly and accurately.
2. The use of communication and information technology in government processes (E-Government) will increase the efficiency, effectiveness, transparency, and accountability of government administration.

The definition provides an explanation that E-Government is the use of information technology that can improve relations between the Government

and other parties, which involves automation and computerization of procedures that will encourage a new way of leadership, including matters; discuss and define strategies, other innovations in business transactions, innovations to listen to citizens and communities, as well as other innovations that are useful for organizing and conveying information. The simple meaning of e-government itself is a government system based on information technology. Various innovations from e-government have the purpose to improve the quality of the service process from government agencies to the public through online services. The existence of e-service is motivated by the existence of e-government in which e-service is one form of online-based public services.

According to Law Number 25 of 2009 concerning Public Services, it is affirmed in Article 1 point 1 "Public services are activities or a series of activities in the framework of meeting service needs in accordance with statutory regulations for each citizen and population of goods, services and / or administrative services carried out by public service providers". Decree of the Minister of Administrative Reform Number. 63 of 2003 defines public services as "All forms of services carried out by Government Agencies at the Central, Regional and in the area of State-Owned Enterprises or Regional Owned Enterprises in the form of goods and or services, both in the context of efforts to meet the needs of the community and in the context of implementation of statutory provisions", (Holle, 2011).

The acceleration of bureaucratic reform in the field of public services is necessary to increase the quality of public services on a massive and even scale. In 2013 the Ministry of Administrative Reform and Bureaucracy Reform has issued circular No. 15 of 2013 concerning the Public Service Innovation Competition and the enactment of the Regulation of the Minister of Administrative Reform and Bureaucratic Reform No. 14 of 2017 concerning Guidelines for the Preparation of a Public Satisfaction Survey Unit for Public Service Providers as an assessment felt by the public.

With the circular No. 15 of 2013 concerning the Public Service Innovation Competition almost every city and district began in a public service innovation competition of all forms which provides convenience in society to obtain information or get services that are more effective and efficient. According to the results of the PeGI (Indonesian e-government Rating) assessment at the Regency or City level in Indonesia were ranked Banten, DIY, Bali, NTB, Kalimantan, Sulawesi in 2015. These data showed that the Government of the City of Yogyakarta succeeded in occupying the first rank (Ranking of e-Government Indonesia, 2016) in which the City Government of Yogyakarta implemented a strategy to improve public services, communication and information, (<http://pegi.layanan.go.id/>) The policy direction for realizing this goal is by developing information technology and telematics applications in the framework of e-government, relating to public services and e-government systems as a form of public service that makes it easier for people to load information or get services

without having to wait. In accordance with technological developments in Indonesia, now it has begun to implement developments in e-government in the form of public services called e-services.

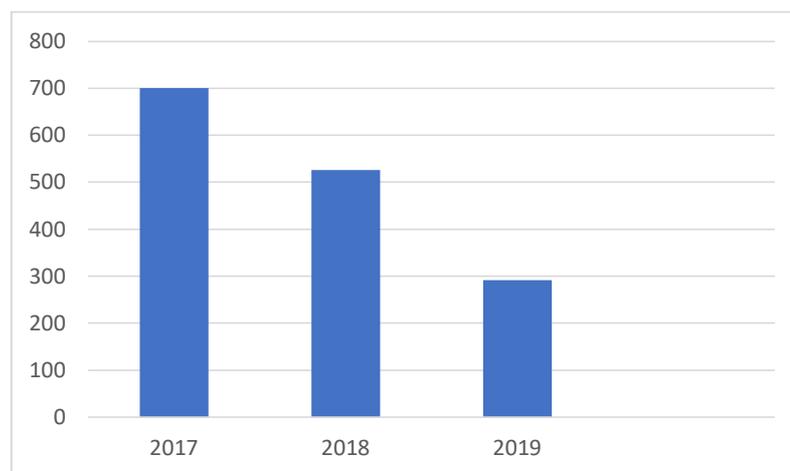
The implementation of e-service in Yogyakarta City is currently useful to improve maximum service to the public through e-service and it is necessary to provide feedback to the Government of Yogyakarta City. There is need for rules and guidelines for using website services to support the service features of websites in the Yogyakarta City Government. The existence of e-service is certainly always associated with good governance which will create an effective and efficient quality of public services.

E-services is a tool of public services in Patehan Urban Village which cooperates with Community Empowerment Institution which has a legal basis. The Law Number 6 of 2014 and PP. Number 43 of 2014 started that village community institutions have the duties and functions of including participating in planning, implementing, controlling, preserving and developing the results of village development in a participatory manner; and as a forum for community participation, reservoirs and channeling community aspirations in village development, (Dengo & Pombengi, 2015).

Patehan Village, Kraton Subdistrict is one of the villages that has an e-service based public service, referred to as the *SI Warga Patehan* (Patehan Citizens Information System) which is useful to improve the quality of administrative services from residents to RT (Neighborhood Association) and RW (Citizen Association) to village level such as speeding up and facilitating

the making to Neighborhood Association and Citizen Association introduction document to the village level.

The *SI Warga Patehan* is empowered by the Team Media Urban Village Community Empowerment Institute consisting of the Chairman of the Patehan Community Empowerment Institution, *SI Warga Patehan* Administration, *SI Warga Patehan* Graphics and Relations and *SI Warga Patehan* Engine and Database in December 2016. The *SI Warga Patehan* is a place to obtain information and effective services in terms of population administration. Thus, *SI Warga Patehan* in Patehan Urban Village have a dominant role in public services to improve services to the community effectively and efficiently.



Source: Patehan Urban Village, 2019

Figure 1. 1 Diagram User of the SI Warga Patehan in Patehan Urban Village, Kraton Sub-District, Special Region of Yogyakarta in 2017-2019

Patehan Urban Village is one of the urban villages in the Kraton Subdistrict. The table above shows the use of the *SI Warga Patehan* from 2017 to 2019 in letter service online. In 2017 the use of public services for requests for cover letters to Neighborhood Association and Citizen

Association levels reached 700 letters service online. In 2018 citizen who used the *SI Warga Patehan* public service decreased to 526 letters service online and in 2019 the decline again occurred in the use of the *SI Warga Patehan* as the letters service online amounting to only 292 letters. This explanation makes the general background of the researchers study as follows.

1. What is behind the decline in the use of the *SI Warga Patehan* as a tool of public service?
2. How the implementation of the *SI Warga Patehan* as a tool of public service in Patehan Urban Village is appropriate in facilitating community administration for public services?

B. Formulation of the Problem

How is the Implementation of the *SI Warga Patehan* as a Tool of Public Services in Patehan Urban Village, Kraton Subdistrict, Special Region of Yogyakarta?

C. Research of Purpose

The research has purpose to know how is the implementation of the *SI Warga Patehan* as a Tool of public services in Patehan Urban Village, Kraton Subdistrict, Special Region of Yogyakarta.

D. Benefit of Research

There are some benefits expected in this research as follows.

1. Theortical Benefits

- a. Provide knowledge and insights related to approaches and theories that exist in digital service innovation.

- b. As a form of information from digital services through an application that is a new innovation for each village in improving the quality of public services more effectively and efficiently to facilitate the community.

2. Practical Benefits

- a. As a study material and information on the knowledge and utilization of digital services based on digital services that adhere to the e-service system in order to facilitate the community in their daily lives.
- b. As a driving force for the community to further maximize the performance of the website or application as a form of digital service innovation in the Patehan Urban Village that is able to optimize the performance of the *SI Warga Patehan*.
 - c. As a reference for public services from the village government in the management of the *SI Warga Patehan* in its implementation makes it easier to get administrative services from Neighborhood Association and Citizen Association to the urban villages through the e-governance system.

E. Literature Review

Literature review is a description of the theory, findings, and other research materials obtained from reference materials to be used as a basis for research activities to develop a clear frame of mind of the formulation of the problem to be investigated.

Among the 10 research journals there are previous studies that almost have similarities with the research that the author did. First is a journal written

by (Napitupulu & Kunci, 2016) entitled *Model Keberhasilan Implementasi E-Services (Sistem Layanan Berbasis Elektronik) di Indonesia Studi Kasus: Pemerintah Kota X*. This research resulted in new findings of innovation from the government related to the transformation of traditional services using paper to electronic-based services called e-Service into a new breakthrough in order to realize the demands of the public's need for quality, effective and efficient services to be achieved. New discoveries in this study are one of the successful models for the development of e-services in Indonesia that are of higher quality.

Next, a journal from (Somantri dan Hasta, 2017) entitled *Implementasi e-Government Pada Kelurahan Pesurungan Lor Kota Tegal Berbasis Service Oriented Architecture (SOA)* found new findings, namely public service innovation began to be carried out by government institutions optimally and effectively in accordance with standards that are part of the standards of every institution in Indonesia. The realization of optimal digital services uses information technology media in its implementation. Service Oriented Architecture (SOA) is a finding that is further developed, especially in the web service model for e-government optimization.

Third, a journal from (Saputro Budiyanto dan Santoso, 2015) entitled *Model Delone and Mclean untuk Mengukur Kesuksesan E-government Kota Pekalongan* which produced new discoveries in which the implementation of services in order to optimize the need for initiatives from every government in the autonomous region, implementation through a web system to facilitate the

work process and is also considered to have effective and efficient value. Some of the obstacles that occur in this finding are the problems of human resources.

Next, a journal from (Buchari, 2016) entitled *Implementasi E-Service Pada Organisasi Publik di Bidang Pelayanan Publik di Kelurahan Cibangkong Kecamatan Batunggal Bandung* is fulfillment of electronic-based public service needs. In this study the focus of the problem were how to implement e-service in the e-kelurahan program and what the obstacles are. The results of this study indicated that the implementation of the e-service program through e-kelurahan has not been successful because there are obstacles that hamper the effectiveness and efficiency of the implementation.

In journal written by (Putra, 2016) entitled *Model E-Government Pada Wilayah Administrasi Pemerintah Tingkat Kelurahan* have a new discoveries in which the implementation of services in order to optimize the need for initiatives from every government in the autonomous region, implementation through a web system to facilitate the work process and is also considered to have effective and efficient value. Some of the obstacles that occur in this finding are the problems of human resources.

In journal written by (Huang Tsai dan Ho, 2015) entitled *Using Importance Performance Analysis in Evaluating Taiwan Blog-Service Quality Based on Importance-Performance Analysis*, if the interface is smooth, and it provides multiplicity and uploading functions belonged to quadrant 1, (keep up the good work), and the most important blogs' future functions is sharing

resources between blogs associated with quadrant. Implications of these results for practice and research are provided as result.

In journal written by (Town Brakel, 2013) entitled *Accessibility of E-Government Websites: Case of Malawi* in the research have a result to examine the accessibility of e-Government websites for developing countries. The Malawian case is analyzed. This study uses qualitative and quantitative data to examine the accessibility of e-government websites. Most e-government websites according to this research do not have accessibility features that support the use of websites for stakeholders with disabilities which results in exceptions. The stakeholders with disabilities are mostly excluded in the field of production and consumption of government services related to economic activities.

Next is a journal written by (Tecoalu Wahyoedi dan Purnama, 2019) entitled *The Effects of Trusts, Service Quality and Perceived Value on Satisfaction and Their Impact on Loyalty* give result of the research is this study aimed to examine the accessibility of e-government websites for developing countries. To analyze the effect of trust, service quality and perceived value on satisfaction and their impact on customer loyalty. The results of the analysis demonstrated that Trust, Service Quality, and Perceived Value have a positive and significant effect on customer satisfaction.

Next is a journal written by (Aritonang, 2018) entitled *The Impact of E-Government System on Public Service Quality in Indonesia* resulting in a form of research with the e-government system is one of the basic policies that

can change the quality of public services from conventional to modern. The result of this research is the presence of perceptions or ideas that assume that the e-government system itself is the only key needed to achieve better public services.

A journal written by (Rahman, 2018) entitled *A Content Analysis of E-Government Practice in Indonesia: The Case of Pontianak Municipality* investigated the implementation of e-Government by conducting a content analysis of the website portals developed by agencies under the jurisdiction and direction of Pontianak Municipality. The findings of the paper indicated that most of websites developed by government agencies vary in terms of e-government categories consisting of G2C, G2B, G2G, G2N, and G2E. In addition, those are in enhanced presence stage that means only employ e-government to provide dynamic, specialized and regularly updated information.

The above journals are as reference for writer in the literature review which helps the writer in knowing the background of the problem and selecting research procedures, makes it easy for her to find the theoretical basis, and knows the advantages and disadvantages in this study so that it is possible to get new findings.

Table 1. 1 Literature Review

No	Author	Research Title	Research Result
1.	(Napitupu lu & Kunci, 2016)	Model Keberhasilan Implementasi E-Services (Sistem Layanan Berbasis Elektronik) di Indonesia Studi Kasus: Pemerintah Kota X	Innovation from the government related to convoluted procedures and long queues and the existence of illegal payments become a phenomenon that exists in the implementation of e-Government in Indonesia. Transformation of traditional services using paper into an electronic-based service called e-Services is a new breakthrough to realize the demands of the public for quality, effective and efficient services that can be achieved through e-services which are part of e-government.
2.	(Somantri & Hasta, 2017)	Implementasi e-Government Pada Kelurahan Pesurungan Lor Kota Tegal Berbasis Service Oriented Architecture (SOA)	The realization of optimal digital services uses information technology media in its implementation. E-Government is implemented in Pesurungan Lor Urban Village, Tegal City, which currently has limitations in implementing e-Government. Service Oriented Architecture (SOA) which is further developed especially in the web service model for e-government optimization. The results of the study show the implementation of e-government in government institutions especially those who do not yet have can provide a more optimal improvement of services to the community, especially at agencies at the village level.
3.	(Saputro, Budiyanto, & Santoso, 2015)	Model Delone and Mclean untuk Mengukur Kesuksesan E-government Kota Pekalongan	Enthusiastic from the central and regional governments in developing new innovations from public services that become a form of service through communication and information technology or e-government. In the implementation of services so that optimal initiatives are needed from every government in its autonomous region, implementation through the web system to facilitate the work process and also assessed must have effective and efficient value. Some obstacles that become a problem were when there is a web created by the government to support the work

No	Author	Research Title	Research Result
			process cannot be implemented in accordance with expectations due to human resource problems.
4.	(Buchari, 2016)	Implementasi E-Service Pada Organisasi Publik di Bidang Pelayanan Publik di Kelurahan Cibangkong Kecamatan Batunggal Kota Bandung	Fulfillment of electronic-based public service needs. In the form of e-kelurahan is one type of electronic service (e-Service) in the service sector. In this study the focus of the problem was how to implement e-Service in the e-Kelurahan program and what are the obstacles are. The results of this study indicated that the implementation of the e-Service program through e-kelurahan has not been successful because there are obstacles that hamper the effectiveness and efficiency of the implementation of the e-kelurahan program.
5.	(Putra, 2016)	Model E-Government Pada Wilayah Administrasi Pemerintahan Tingkat Kelurahan	The correspondence service in the village is often constrained by the lack of understanding of village officials in utilizing information and communication technology by this system. It is present to answer the problems of the village apparatus in the service of making systems through the optimization of Open SID software. The purpose of this application is not only to provide direction to the village government but also to make it easier for the community to get public services. The method used is to develop an online-based correspondence system for use by village officials and partner village communities and conduct training for village officials in addition to conducting evaluations against the system that is running.
6.	(Huang, Tsai, & Ho, 2015)	Using Importance-Performance Analysis in Evaluating Taiwan Blog-Service Quality	This study used Importance-Performance Analysis (IPA) in evaluating Taiwan blog e-service quality. Based on Importance-Performance Analysis, if the interface is smooth, and it provides multiplicity and uploading functions belonged to quadrant 1, (keep up the good work), and the most important blogs' future functions is sharing resources between blogs associated with quadrant 1, (keep up the good work).

No	Author	Research Title	Research Result
			Finally, the result of this study is expected to serve as a useful guideline for Internet service providers and future research. Implications of these results for practice and research are provided as result.
7.	(Town, Brakel, & Town, 2013)	Accessibility of E-Government Websites: Case of Malawi	This paper reports on assessing the accessibility of e-Government websites. This study aimed to examine the accessibility of e-Government websites for developing countries. The Malawian case is analyzed. This study used qualitative and quantitative data to examine the accessibility of e-government websites. Most e-government websites according to this research do not have accessibility features that support the use of websites for stakeholders with disabilities which results in exceptions. The stakeholders with disabilities are mostly excluded in the field of production and consumption of government services related to economic activities.
8.	(Tecoalu, Wahyoedi, & Purnama, 2019)	The Effects of Trust, Service Quality and Perceived Value on Satisfaction and Their Impact on Loyalty	To analyze the effect of trust, service quality and perceived value on satisfaction and their impact on customer loyalty. The results of the analysis demonstrated that Trust, Service Quality, and Perceived Value have a positive and significant effect on customer satisfaction.
9.	(Aritonang, 2018)	The Impact of E-Government System on Public Service Quality in Indonesia	The Impact of E-Government System on Public Service Quality in Indonesia resulting in a form of research with the e-government system is one of the basic policies that can change the quality of public services from conventional to modern. The result of this research is the presence of perceptions or ideas that assume that the e-government system itself is the only key needed to achieve better public services. Public officials have not yet realized that improvement also depends on other important factors such as financial support, technology maintenance, work

No	Author	Research Title	Research Result
			culture of e-government management, as well as other technical issues.
10.	(Rahman, 2018)	A Content Analysis of e-Government Practice in Indonesia: The Case of Pontianak Municipality	How the implementation of E-Government within public service provision in Pontianak City, West Kalimantan, Indonesia investigated the implementation of e-Government by conducting a content analysis of the website portals developed by agencies under the jurisdiction and direction of Pontianak Municipality. The findings of the paper indicated that most of websites developed by government agencies vary in terms of e-government categories consisting of G2C, G2B, G2G, G2N, and G2E. In addition, those are in enhanced presence stage that means only employ e-government to provide dynamic, specialized and regularly updated information.

There are 10 research related to authors research entitled the Implementation of the *SI Warga Patehan* as a Tool of Public Service in Patehan Urban Village, Kraton Subdistrict, Special Region of Yogyakarta. Related with these journals, almost all have similarities related to author research that discuss the implementation in e-government and e-service with different variables in each theory. Therefore, the author makes comparison with previous research that is this study uses different variables. In the author's research entitled Implementation of *SI Warga Patehan* as a tool of Public Service, it will use the theories of Donald S. Van Meter and Carl E. Van Horn with 6 related variables namely Standards and Target Policies, Resources, Relationships between Organizations, Characteristics of Implementing Agencies, Implementer Disposition and Social, Political and Economic Condition. 6 variables are the differences in problem solving and

the theory have indicators that correspond to the benchmarks of the implementation *SI Warga Patehan* as a tool of Public Service in the Patehan Village, Kraton District, Special Region of Yogyakarta, is.

F. Theoretical Framework

The basic framework of the theory is the foundation that underlines a related research in which the sources obtained by the author in support of new research to be made. The basic framework of the theory can be based on the title made by researchers related to the case study to be studied so that the theoretical foundation can strengthen the research. This is one of the relationships between variables developed from problem formulation and identified through interviews, observations, literature studies and surveys related to literature in order to build a theoretical framework so that it can be used as a theoretical basis for new discoveries by researchers.

1. Implementation Theory

According to the Indonesian Dictionary (KBBI), the meaning of the word implementation is implementation or application. Meanwhile, formally it can be defined as an executor of a plan that has been arranged and applied in the form of concrete actions. The word implementation comes from the English "to implement" which is implementing. Implementation is not only an activity that is planned and carried out but also there are values that refer to certain norms in order to achieve the objectives of the activity.

According to Jeffri L.Pressman and Aaron B.Wildavski in the book of Charles O.Jones (1996:295) (Simon, 2017), implementation is a process of interaction between a set of objectives and actions that are able to achieve it. Implementation is part of a series of causes and effects that link actions with goals. It is the existence of people or executors, money and organizational capabilities or often referred to as resources. In achieving the objectives of the implementation, people, budgets and the ability of organizations or institutions such as information technology are needed. Implementation on the other hand is a complex phenomenon that might be understood as a process, an output or as an impact (outcome).

According to Riant Nugroho (2007), implementation is conceptualized as a process, or as a series of decisions and actions aimed at making decisions accepted by the legislature implementable. Implementation is defined in the context of outputs, or the extent to which planned objectives have received support, such as the level of expenditure for a program. Finally, at the highest level of abstraction, the impact of implementation means that there have been measurable changes into the problem. Here are some views from experts understanding of an implementation which is used as the basis of theory in this study.

According to Jones (1996), the three main activities that are most important in implementing decisions as follows.

- a. Interpretation, is an activity that translates the meaning of the program into an acceptable and workable arrangement.

- b. Organization, is a unit or place to put programs into policy objectives.
- c. Application, is related to routine equipment for services, wages and others.

From the description above, it can be concluded that implementation is a dynamic process, whereby the implementer of the policy carries out an activity so that in the end it will get a result that is in accordance with the goals or objectives of the policy itself.

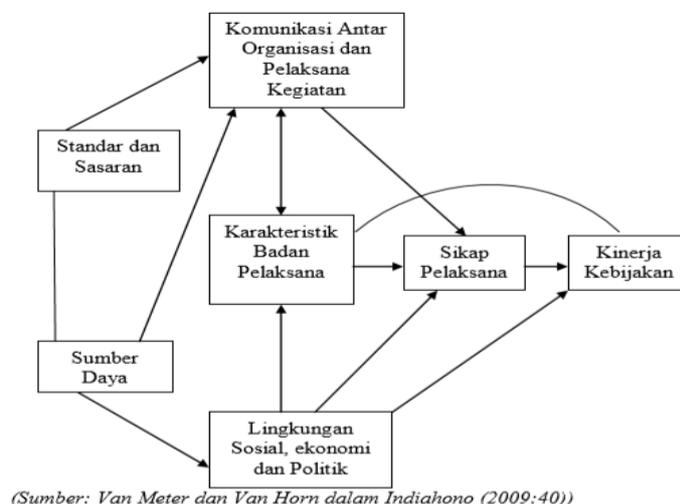


Figure 1. 2 Model of the Policy Implementation Donald S. Van Meter and Carl E. Van Horn

Source: Van Matter and Van Horn in Indiahono, 2009

This model explains that policy is influenced by several interrelated variables as actions in previous decisions. These actions include efforts to change decisions into operational actions within a certain period of time as well as in order to continue the efforts to achieve major and minor changes determined by policy decisions made by public organizations that are directed to achieve the goals set. According to Van Meter dan Van Horn (1975), these actions include efforts to change decisions into operational

actions within a certain period of time as well as in order to continue the efforts to achieve major and minor changes determined by policy decisions made by public organizations that are directed to achieve the goals set. There are six variables that affect implementation performance, namely standard and policy objectives, resources, communication between organizations and strengthening activities, characteristics of the implementing agent, disposition of the implementor and social, economic and political conditions:

a. Standard and Policy Targets

Every public policy must have a clear and measurable policy objective standard. With these provisions the goal can be realized. Policy standards and objectives are clear, so there is no bias for multi-interpretation and easily causes misunderstanding and conflict between the implementing agencies.

b. Resources

In a policy implementation, it is necessary to support resources, both human resources and material resources (method resources). Of the three resources, the most important is human resources, because aside from being the subject of policy implementation it is also the object of public policy.

c. Communication Between Organizations and Strengthening Activities

d. In many policy implementation programs, as a reality of the policy program needs good relations between relevant agencies, namely

communication and coordination support. For this reason, coordination and cooperation between agencies is needed for the success of a program. Communication and coordination is one of the arteries of an organization so that its programs can be realized with its goals and objectives.

e. Characteristics of the Implementing Agent.

In a policy implementation in order to achieve maximum success, it must be identified and known the characteristics of the implementing agent which includes the bureaucratic structure, norms, and patterns of relationships that occur in the bureaucracy. All of which will affect the implementation of a predetermined policy program.

f. Disposition Implementor

In implementing the policy the attitude or disposition of the implementor can be divided into three things, namely; (a) the implementor's response to the policy, which is related to the willingness of the implementor to implement public policy; (b) conditions, namely understanding of the policies that have been determined; and (c) intense disposition of the implementor, that is, the value preferences they possess.

g. Social, Political and Economic Environmental Conditions.

This variable includes environmental economic resources that can support successful policy implementation, the extent to which interest groups provide support for policy implementation, characteristics of

the participants, namely supporting or rejecting, what is the nature of public opinion in the environment, and whether the political elite supports policy implementation.

The formation of the **Donald S. Van Meter dan Carl E. Van Horn** (1975) theory has six related variables that are interconnected between one variable with another variable so as to make a unity in an implementation. Following the relationship between variables, first one is the size and objectives needed to direct the implementation of the policy and it is done in accordance with the planned program.

Second, policy resources according to Van Metter and Van Horn, are the success of the policy implementation process that is influenced by the utilization of human resources, costs, and time. The sources of these policies are indispensable for the success of a policy made by the government. Human resources are very important because as a source of policy mobilization and implementation, capital is needed for the smooth financing of policies so as not to impede the policy process. Meanwhile time is an important part in implementing the policy, because time is a supporter of the success of the policy. Time resources are a determinant of government in planning and implementing policies.

Third, the success of the policy can be seen from the nature or characteristics of the agency implementing the policy. This is very important because the performance of public policy implementation will be very much influenced by the right characteristics and is suitable with

the implementing agencies .According to Subarsono in (Ismail, Amin, & Kalalinggi, 2014) the quality of a policy is influenced by the quality or characteristics of the actors. The quality is the level of education, competence in the field, work experience, and moral integrity.

Fourth, communication plays an important role for the ongoing coordination of policy implementation. According to Hogwood and Gunn "Coordination is not just a matter of communicating information or forming suitable administrative structures, but it also involves a more fundamental problem, namely the practice of implementing policies". According to Edward III, policy communication has several dimensions including the dimensions of transformation or the delivery of public policy information, clarity, and consistency. The better coordination of communication between the parties involved in an implementation process, the occurrence of mistakes will be very small to occur and vice versa.

Fifth, according to Van Meter and Van Horn, the characteristics of the implementers include the bureaucratic structure, norms, and patterns of relationships that occur in the bureaucracy. The attitude of the implementers in carrying out their duties and responsibilities as policy implementers must be based on a disciplined attitude. This is done because it can affect the successful implementation of policies, each agency or agency implementing the policy must feel ownership of their respective duties based on a predetermined plan.

Sixth, in assessing the successful performance of policy implementation according to Van Meter and Van Horn is the extent to which the external environment contributes to the success of established public policies and the external environment is economic, social, and political. The economic, social and political environment are also factors that determine the success of an implementation, (Ismail et al., 2014).

Merilee S Grindle (1980) defined the contents of the policy and the context of its implementation as an indicator of a policy implementation. The success of policy implementation according to Grindle is determined by the policy's implementability. Comprehensive understanding of the policy context, especially regarding the implementor, the recipient of the implementation, and the arena of potential conflicts and resources that will be needed during the implementation process become is one of the uniqueness of the implementation model according to Grindle. Conceptually the success of the policy implementation process so that it can be achieved lies with the program activities that have been designed and financed, as well as the contents of the policy and the context of its implementation. Some things in implementing policies according to Grindle are as follows.

- a. Interests in policies,
- b. Benefits of policies,
- c. Degree of desired change,
- d. Disposition of policy makers,

- e. The program implementor,
- f. Resources involved.

According to Mazmanian dan Sabatier (1983) stated that the study of public policy implementation is an effort to carry out policy decisions. This model is called the implementation analysis framework. Mazmanian and Sabatier classify the policy implementation process into three variables, namely:

- a. Characteristics of the problem,
- b. Characteristics of the policy and,
- c. Environmental variables.

According to theory by Edwards III understanding of policy implementation is crucial for public administration and public policy. Policy implementation is the policy making between the formation of policies and the consequences of policies for the people they influence. If a policy is inaccurate or cannot affect the problem that is the target of the policy, then the policy may fail even if the policy is implemented very well. Meanwhile, a brilliant policy might also fail if the policy is not implemented properly by the policy implementers. Four factors or variables in the implementation of public policy according to the theory of Edward are as follows.

- a. Communication

Implementing a decision so that knowing what needs to be done is a key requirement for effective implementation. Communication must be accurate and must be understood carefully by the implementers. Apart

from that, there are many obstacles in implementing communication that can hinder the implementation of policies.

b. Resources

In implementing it must have a careful, clear and consistent basis related to the availability of resources. Resources have an important influence in implementing policies, when there is a lack of resources, this implementation tends to be ineffective. As such, resources can be an important factor in implementing public policy to carry out their duties, authority and facilities needed to carry out public services.

c. Disposition

Disposition is the character and characteristics possessed by the implementor such as commitment, honesty, and democratic attitude. The implementor must have a good disposition towards a particular policy so that the policy can run effectively.

d. Structure of the Bureaucracy

Bureaucracy is one of the most often even as a whole implementing the policy. The bureaucracy either consciously or unconsciously chooses organizational forms for collective agreement, in the context of solving social problems in modern life.

2. E-Government

Presidential Instruction No. 3 of 2003 concerning National Policies and Strategies for e-Government Development explains that e-government development is an effort to develop governance based on (using)

electronics in order to improve the quality of public services effectively and efficiently. The continued development of the system of e-government makes a system more orderly and the work management process in the government environment is more quality with the utilization of information technology that continues to progress.

In addition, the United Nations Development Program (UNDP) defines e-Government the application of Information and Communication Technology (ICT) by government agencies. Meanwhile, the leading software vendor, SAP has a clear definition, quite unique, that is: a global reform movement to promote Internet use by government agencies and everyone who deals with them. In journal written by Indrajit in (Nugroho, 2016), 4 there are 3 characteristic to understand of e-government:

- a. New interaction mechanism between the government and the community and other stakeholders (stakeholders);
- b. Internet as a medium to get information and technology and,
- c. Improve the quality of ongoing services.

Meanwhile the formal definition of e-government which has been regulated by the Ministry of Communication and Information Technology is a public service that is organized through a government website where the domain used also indicates the Indonesian Government domain, *go.id*. It refer to the formal definition of the Government of the Republic of Indonesia even though there is a website that is actually managed by the government and is used for public services, but if it is not in the *go.id*

domain, it is not included in the e-Government classification (E-Government Development Strategy).

Electronic government or e-government (derived from the English word electronics government, also called e-gov, digital government, online government or in certain contexts transformational government) is the use of information technology by the government to provide information and services for its citizens, business affairs, as well as other matters relating to government. Electronic government can be applied to the legislative, judiciary, or public administration, to improve internal efficiency, deliver public services, or democratic governance processes. The main delivery model is Government-to-Citizen or Government-to-Customer (G2C), Government-to Business (G2B) and Government-to-Government (G2G). The most expected advantage of electronic government is to increase efficiency, convenience, and better accessibility of public services.

Tapscott and Caston in (Muallidin, 2017) argued that the paradigm shift was caused by the bureaucratic system towards e-government. Flexibility, organizational network, vertical or horizontal integration, entrepreneurship become a paradigm in public sector organizations. Modernization of Public Sector Organizations improves coordination and communication by the application of e-Government Technology, internal productive efficiency, functional rationality, departmentalization, hierarchical control, and technology information management rules. The new paradigm, the shift in the e-government paradigm emphasizes

coordinated network building, external collaboration, and customer service. E-Government is the systemic use of ICT to support the functions that government performs for citizens, providing information and services. E-Government is the use of ICT to transform traditional governance by making it accessible, transparent, effective and accountable.

E-Government does not only revolve around the web of government on the internet and the existence of a computerized system. However, it is the political, socio-economic and technological advances that determine e-Government. E-Government is also referred to as digital government or online government. E-Government has various definitions from each region or country, some meanings of E-Government according to each other's views, among others (Muallidin, 2017):

- a. E-Government is a way for the government to use a new technology in the form of public services with ease of access and provide information as well as increase the quality of services and provide opportunities to participate in democratic institutions and processes (New Zealand).
- b. E-Government as a form of delivery of information and online government services through the internet or other digital media (U.S).
- c. Use of modern information and communication technology in state administration, through various applications (Italy).

The link between e-government and e-service is very close in the development of science, information and communication technology. E-

Government as a container for a development and e-Service began to emerge around 2000 which began to shift the bureaucratic paradigm towards a new paradigm of e-government that is more flexible, transparent, effective, efficient, and accountable in carrying out government activities. The development of the concept of e-government and e-service in each country is very varied and more determined in the social and political context of a country. Therefore, in developing the concepts of e-government and e-service, various experts see the characteristics of e-service is very different and developing. Some expert opinion related to the e-service are as follows.

- a. According to Hasan, Shebab, dan Peppard (2011) started that e-service as the provision of services through electronic networks such as the internet and the initial visit from the homepage. E-services are not only services provided by typical service organizations, but also those provided by goods producers whose success depends on the quality of their services.
- b. Rust dan Lemon (2001) in (Muallidin, 2017) started that strategy of e-service exists in the interactive flow of information between customers and companies. The true nature of e-service is to provide consumers with superior experience with respect to the interactive flow of information because the Internet is a two-way communication and link with customers.

- c. Van Riel, Liljander and Jurriens (2001) started that e-service model includes five components, namely, core services, facilitating services, supporting services, complementary services, and user interfaces. Core services include, for example, journals, news, advice, display of medical books, and information about new products.
- d. Heinonen (2006) started that the perceived value of e-services customers is the perceived result of trade-offs of benefits and technical sacrifices, functional, temporal, and spatial dimensions. The technical dimension shows what results from service interactions, the functional dimension involves the customer's perception of the process of how service interactions occur. Temporal dimensions refer to customer perceptions when service interactions occur meanwhile spatial dimensions indicate perceptions of locations where service interactions occur.
- e. Essen dan Conrick (2008) started that in the application of e-service including three main elements namely, service concept innovation, service system innovation, and service process innovation. First, service concept innovation involves assimilation of new technologies and services, System service innovation involves understanding and adaptation that distinguishes between technical possibilities and benefits in the actual context. It also includes the allocation of resources and authority to support this role. Third, service process innovation involves its implementation which includes the application

of roles and configuring technical systems. This includes expanding the task of technology executed with human elements. This also includes creating routines for how personnel must act on specific technology solutions.

3. Public Services

Services can be defined as activities in an organization both directly and indirectly to meet needs. It means serving a service needed by the community in all fields. Service activities to the public is one of the tasks and functions of the state administration. According to Albercht in Lovelock (1992), service is a total organizational approach that becomes the quality of service received by service users, as the main driving force in business operations.

Public services are an important part of attention in the development of autonomy, because in addition to being in accordance with the basic reforms in the field of government, it is also directly related to the welfare of the community. Service to the community has become the main goal in the administration of public administration. Good public services are mandatory for every work organization, both government and private. Maximum public service is reflected in the qualified resources to do and complete the assigned tasks. If these things do not become guidelines then services do not reflect the expectations about quality services that are desired by the community, (Botutihe, 2017).

The concept of service is also defined by Soetopo (1999) in (Taufana, 2014) as an effort to help prepare (take care of) what others need. It can be interpreted that service is a series of activities or processes that fulfill the needs of other people more satisfactorily in the form of service products with a number of characteristics such as not being realized, quickly disappearing, more can be felt than owned, and customers can more actively participate in consuming these services.

According to Ivancevich, Lorenzi, Skinner dan Crosby (1997), services are invisible (intangible) products that involve human businesses using equipment. This is a simple definition. Moreover, according to Groonroos (1990), service is an activity or a series of activities that are invisible (cannot be touched) that occur as a result of interactions between consumers and employees or other things provided by service providers that are intended to solve consumer problems or customer.

Public services must also be based on an openness in the information system, when transparency already exists in a public service and is classified as good then the country is classified as good in public services to meet the needs and rights of its citizens. Based on Information Commission Regulation Number 1 of 2010 concerning Public Information Service Standards, the Information Management and Documentation Officer is responsible for the field of public information services which includes the process of storing, documenting, providing public information services. From the description, it be concluded that communication is a very important role for the realization of the success of public services.

According to Decree of the Minister of Administrative Reform No.63/KEP/M.PAN/7/2003, public service is all service activities carried out by organizing public services as an effort to meet the needs of service recipients and the implementation of statutory provisions. Public service is the process of meeting the needs through other people's activities directly. Thus, public service is the fulfillment of the desires and needs of the community by the implementation of a state that has a legal foundation, transparency, effective and efficient, responsible, accountable and does not abuse its authority.

Services that should be appointed to the public are sometimes turned into community services to the state. That is, a bureaucracy must provide the best service to the community, that basically success in a service is not far from the service provider itself. Maintenance of the results of services that have been implemented, the development that is carried out properly in the implementation of public services becomes an illustration in accordance with the conditions that exist in a good area of the village as the smallest region. The characteristics of public services have quality in the delivery of public services to be more effective and efficient. The quality of public services is judged by the ability of a person to provide services, which can provide satisfaction to the community with specified standards. The availability of public service quality starts from the principles of public service delivery:

- a. Legal certainty, namely the existence of laws and regulations as the basis for the implementation of public services.
- b. Openness that each service recipient can easily access and obtain information about the services needed.
- c. Participatory in order to encourage public participation in the delivery of public services by taking into account the aspirations, needs and expectations of the community.
- d. Accounting for public service delivery must be accounted for in accordance with statutory provisions.
- e. The public interest so that the provision of public services must not prioritize personal or group interests.
- f. Professionalism, service delivery must have competencies in accordance with their fields of work.
- g. Equal rights to public service without discrimination against ethnicity, race, religion, class or economic status.

Quality of service is closely related to systematic and comprehensive service, better known as the concept of excellent service. Service personnel should understand the variables of excellent service as contained in the public prime service behavior agenda:

- a. Government in charge of serving.
- b. Community served by the government.
- c. Policy that is used as the basis of public service.
- d. Equipment or sophisticated service facilities

- e. Resources are available to mix in the form of service activities.
- f. Quality of service that satisfies the community in accordance with the standards and principles of community service.
- g. Management, leadership and community service organizations.
- h. The behavior of the people involved in community service, whether each has carried out their functions.

To find out the quality of service that is felt significantly by the community, there are indicators of consumer satisfaction measures that lie in the five dimensions of service quality according to what consumers say, among them are:

- a. Tangibles, namely the quality of services in the form of office physical facilities, computerized administration, waiting rooms, information places.
- b. Reliability, namely the ability and reliability to provide reliable services.
- c. Responsive, namely the ability to help and provide services quickly and accurately, and be responsive to the wishes of the community.
- d. Assurance, namely the ability and friendliness and courtesy of employees in convincing the community.
- e. Emphaty, which is a firm but caring attitude from employees towards the community, (Zeithaml, 2003).

G. Conceptual Definition

1. Implementation

Policy implementation is the policy making between the formation of policies and the consequences of policies for the people they influence. If a policy is inaccurate or cannot affect the problem that is the target of the policy, then the policy may fail even if the policy is implemented very well.

2. E-Government

E-Government defined as a government activity that takes place using electronic communication media at all levels of government, society and business, including obtaining and providing products and services, providing and obtaining information, and completing financial transactions.

3. Public Services

Public service is all service activities carried out by organizing public services as an effort to meet the needs of service recipients and the implementation of statutory provisions. Public service is the process of meeting the needs through other people's activities directly.

H. Operational Definition

Table 1. 2 Operational Definition

Research Purpose	Variable	Indicator
	Policy Standards and Target	<ul style="list-style-type: none"> - standards public service policies - goals for implementing public services
To know how the Implementation of the <i>SI Warga Patehan</i> as Form a Public Service in Patehan Urban Village, Kraton Subdistrict, Special Region of Yogyakarta	Resources	<ul style="list-style-type: none"> - some resources affect the implementation of the <i>SI Warga Patehan</i> - how adequate facilities are in the implementation of the <i>SI Warga Patehan</i>
	Relationship between Organization	<ul style="list-style-type: none"> - coordination and cooperation between agencies for the success of a program
	Implementing of Agent Characteristic	<ul style="list-style-type: none"> - implementing characteristics of agent that include bureaucratic structures, norms, and patterns of relationships that occur in bureaucracy
	Implementor Disposition	<ul style="list-style-type: none"> - the implementor's response to the policy, which is related to the willingness of the implementor to carry out public policies - the condition of the implementor in understanding the policies that have been set
	Social, Political and Economic Environmental Conditions	<ul style="list-style-type: none"> - public opinion in the environment of the application - what is the role of government to support policy implementation

I. Research Methodology

The research methodology comes from the word "method" which means how to do things, and "logos" which is science or knowledge. Therefore, the methodology means the way to do something using the mind carefully to reach the destination point. Meanwhile, research is an activity on the basis of searching, recording, formulating, and analyzing into a series of reports. In this research method, there are keywords that must be considered including data, objectives, scientific methods, and certain uses. The research method in general is a scientific way to obtain data and objectives on research.

1. Types of Research

According to Moleong (2010), qualitative research is research that intends to understand phenomena about what is understood by research subjects, for example behavior, perception, motivation, action, holistically and by means of description in the form of words and language, in a special natural context and by utilizing various scientific method. According to Kirl and Miller, qualitative research is a particular tradition in social science that fundamentally depends on observing humans, both in their area and in terms of their terminology.

Qualitative research has a purpose to produce or create new theories rather than test the truth of a theory. (Martono, 2011) explains that the benefits of qualitative analysis are how individuals to interpret or interpret social phenomena or objects that are outside and inside themselves, so that

qualitative research does not seek to look for relationships between social phenomena with one another.

In this study, researcher took data by examining the writings on how the implementation of the *SI Warga Patehan* as a tool of public service and also researchers understanding in getting information, comparing and examining the results of interviews with the informants to answer some questions that have been collected by researcher. From this explanation, the researcher uses this method so that it can produce a descriptive data on how the implementation of *SI Warga Patehan* as a tool of public services in Patehan Urban Village, is.

2. Research Sites

This research was carried out in Patehan Urban Village, Kraton Subdistrict, Special Region of Yogyakarta.

3. Data Types

The type of data used is in the form of text, written words, website pages, phrases or symbols that describe or present the website media and media information publication events on the website.

4. Data Source

Some data will be reviewed in depth through primary data and secondary data as described below.

a. Primary Data

In this study, primary data were obtained from observation activities at the research location, and conducted in-depth interview

activities and some documentation relating to direct research. The primary data referred to in this study are opinions of informants deemed relevant or related to this study, including the Government of Patehan Urban Village, Kraton Subdistrict, Special Region of Yogyakarta.

b. Secondary Data

Secondary data is data used to perfect the primary data itself. Secondary data can be obtained through journals, archives, books, mass media, as well as legislation, and previous or interrelated research that is interrelated with the implementation of the use of the *SI Warga Patehan* as a tool of public service. The secondary data in this study are:

- 1) General description of the Patehan Urban Village, Kraton Subdistrict, Special Region of Yogyakarta;
- 2) Data on the use of the *SI Warga Patehan* as a tool in public services; and,
- 3) Books related to public services.

5. Data Collection Techniques

Data collection techniques are the process of searching for a subject matter that occurs in the field with sources and core images of the search for problem solving processes. The researcher conducted several methods which were carried out in accordance with the core problems, namely the implementation of the *SI Warga Patehan* as a tool of public services.

Researcher applied two ways to obtain data correctly and accurately, namely interviews and documentation. The data were obtained by triangulation, (Raco, 2010).

a. Interviews

Data collection is done by asking questions about the research concept. The interview guide used outlines the issues to be asked. Interview guidelines used in the form of outlines of the issues to be asked and depth interviews ask directly on the object of research.

b. Documentation

Researcher did some documentation related to website content through digital media. This documentation can be in the form of written or physical printed material. The documentation is in the form of memorabilia or correspondence.