Implementation of the SIAP Desa Application To Improve Public Services In Pao-Pao Village, Tanete Rilau District, Barru Regency

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ARTICLE INFO	ABSTRACT
	This research aims to determine: Implementation of public services based on the Village SIAP application in Pao-Pao Village, Tanete Rilau District, Barru Regency. And to find out the supporting factors in implementing public services based on the Village SIAP application in Pao-Pao Village, Tanete Rilau District, Barru Regency. The method used in this research is qualitative, data collection techniques consist of participant observation, in-depth interviews and documentation studies. The results of this research show that the ease of use of the Village SIAP application in Pao-Pao Village can reduce manual service procedures that can take hours to just a few minutes. The supporting factors in implementing public services based on the Village SIAP application are training in application operation, community participation, government support, the existence of computer equipment and a WiFi network at the village office.

INTRODUCTION

Today's life is almost inseparable from technology, almost all areas use it, both in terms of knowledge, economy, culture and are spoiled with technology. From those who usually do things using traditional tools, they are now using them with various kinds of technology such as computer technology and so on.

In the 21st century, there are many developments in terms of education, government, economics and technology. There is no doubt, technological advances make it easier for us to communicate with other people. There are no regional restrictions between one another. People almost all over the world use existing technology, starting from cellphones, laptops, notebooks and other gadgets. Information and Communication Technology (ICT) has become an important part of society and the world. Indonesia is a country that has not escaped the influence of advances in information and communication technology (Muhammad et al., 2023). In these gadgets, people (consumers) are pampered

with very sophisticated applications, like it or not, users have to follow developments and are automatically influenced and end up using these applications.

Along with the development of information and communication technology, human life activities in various sectors are undergoing changes. Likewise, in the public service sector carried out by the government, developments in information and communication technology have given birth to a model of public service which is carried out through applications and web browsers. Bureaucratic and very manual government services are eliminated through the use of applications to become more flexible and more oriented towards user satisfaction.

The emergence of various problems faced by society means there needs to be a program or policy that can solve the problems faced, these solutions can come from the community itself or the Government. As found in several villages in Barru Regency. In the current era, demands for the provision of services today are increasing. This can be seen by the increase in community services provided by government agencies and private companies engaged in the service sector. Service is an activity or activities offered by organizations or individuals to customers or visitors, which are intangible and cannot be owned (Muhammad, 2022).

Public administration services still use a manual system. It is feared that the manual system will make it easier for data stored on computer devices to become risky or lost and also that the manual system will result in people getting complicated village administration services such as making Family Cards (KK) which can take several days. Population Administration is a series of structuring and controlling activities in the publication of documents and Population Data through Population Registration, Civil Registration, management of Population Administration information and utilization of the results for public services and development of other sectors. Residents are Indonesian citizens and foreigners residing in Indonesia (Muhammad, 2021).

The Barru Regency Government has carried out community empowerment efforts.The new paradigm places more emphasis on empowering rural communities that are more focused on communities and development institutions in villages such as LPM and LKD which are built in a participatory manner. This new paradigm as empowerment is development that is made in a democratic, decentralized and participatory manner. The village community should occupy the main position that initiates, manages and enjoys rural development. In this case the State is sufficient as a facilitator and provides a conducive space for the growth of initiatives, participation of local community

members and village development institutions as partners of the village government in rural development (A.Pananrangi, 2023), through a model of community participation in the use of information technology to create an information culture society. This model makes it easier for the community regarding village administration needs such as making a Family Card (KK) and making a Resident Identity Card (KTP).

According to Law No. 25 of 2009 concerning Public Services, public services can be defined as "an activity or series of activities in the context of fulfilling public needs is an activity or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident regarding goods , services, and/or administrative services provided by public services"..The problems above show that the performance of employees in providing services is still not optimal because it is not in accordance with Law 25 of 2009, regarding public services intended to provide legal certainty in the relationship between the public and providers in public services, related to public services, there are public complaints regarding the services provided by the government can lead to various conflicts between the community and government officials (Masyitah et al., 2023).

Based on Article 1 of Presidential Decree 95 of 2018 concerning Electronic-Based Government Systems, it is stated that an electronic-based government system, hereinafter abbreviated as SPBE, is government administration that utilizes information and communication technology to provide services to SPBE users. One form of utilizing information technology is the Village SIAP Application (Village Administration and Service Information System). The SIAP Village application has developed with digital media. Now the information and public administration services needed by the community can be more easily accessed because this program is not time limited like services at the Village/Subdistrict office. One of the villages that uses this application is Pao-Pao Village, Tanete Rilau District, Barru Regency.

E-Government is electronic-based government administration to improve the quality of public services efficiently, effectively and interactively. E-Government is a form of application for carrying out government tasks and administration using telematics technology or information and communication technology. E-Government applications provide opportunities to improve and optimize relations between government agencies, relations between government, the business world and society. The relationship mechanism is through the use of information technology which is a combination of computers and communication network systems (Rianto Budi, 2012).

The SIAP Village application was launched to assist the village government in Pao-Pao Village in providing fast, precise and accurate public services and make it easier for the community to obtain village administration services. This is also a form of government support in carrying out good village government administration through the Village SIAP Application. The Barru Regency Government wants to break the chain of service bureaucracy which has been a complaint from the public with IT-based services which are also expected to eliminate extortion and make the service process faster and more accurate.

The author considers that no one has written about the implementation of public services based on the Village SIAP application in the form of a scientific paper. The author wants to know the extent to which village administration services based on the Village SIAP application are implemented in Pao-Pao Village, Tanete Rilau District, Barru Regency. The author also wants to promote an electronic-based government system (E-Government) to be able to overcome the problems of public administration services and openness of public information that occur in society today.
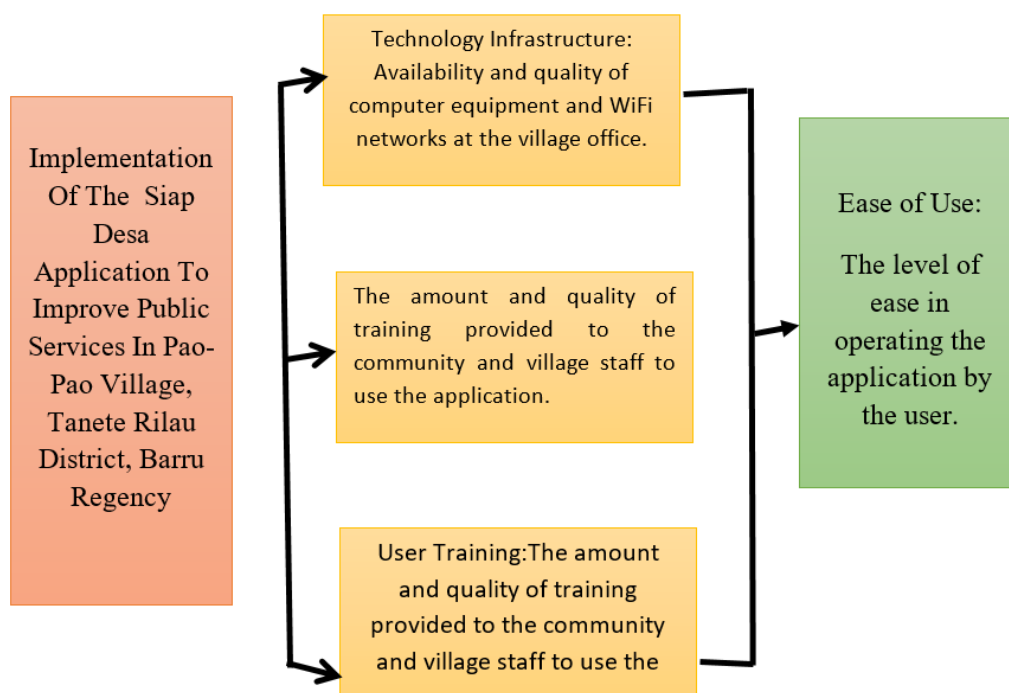

Figure 1.
Conceptual Framework

The proposed conceptual framework has several significant strengths, especially in the focus and relevance of the selected indicators, such as ease of use, time efficiency, user training, community participation, and technological infrastructure. The simplicity of this framework makes it easier to understand and apply, and simplifies the process of data collection and analysis. Each

indicator can be measured using qualitative methods mentioned in the abstract, such as observation, interviews and documentation studies. This ensures that important elements related to the implementation and support of the Village SIAP application are properly evaluated.

However, this framework also has some weaknesses that need to be addressed. Its simplicity may be too concise and does not cover other important factors such as data security and overall user satisfaction. In addition, this framework focuses more on qualitative aspects, so adding quantitative indicators can provide more objective data. There are no indicators that consider external factors such as changes in government policy or local economic conditions. The relationship between indicators also needs to be clarified to understand the influence of one indicator on another. It is recommended to add indicators that cover aspects of data security and user satisfaction, combine qualitative and quantitative methods, and develop models that show the relationship between indicators to make this conceptual framework more comprehensive and effective.

RESEARCH METHODE

This research uses a descriptive qualitative research type which tends to use analysis with an inductive approach, namely research that aims to provide an overview of the implementation of public services based on the Village SIAP application in Pao-Pao Village, Tanete Rilau District, Barru Regency in improving Service Quality. According to Sugiyono (2012) Qualitative Research is a research method based on the philosophy of postpositivism, used to research the condition of scientific objects and the results of qualitative research emphasize meaning rather than generalization.

RESULT AND DISCUSSION
Description of the Research Location

Pao-Pao Village, Tanete Rilau District, Barru Regency, before it was formed, was an area of a small kingdom led by the Tanete kingdom. During the Dutch reign, the Dutch Civil Government was formed where the territory of the Tanete kingdom was included in the Onder Afdelling Barru region, which was under the auspices of Afdelling Parepare, as The head of the Onder Afdelling Government was appointed by a Dutch control based in Barru, and the former Tanete kingdom was given the status of Self Bestuur (Primary Own Government) which had autonomous rights to carry out day-to-day government both in the executive and judicial fields.

From its history, before becoming Swapraja regions at the beginning of the Independence of the Indonesian Nation, the Tanete Kingdom was a former Self-bestuur in Afdeling Pare-Pare, namely the former Self-bestuur of Tanete with its government center in Pancana, the area is now divided into 3 sub-districts, respectively Tanete Rilau District, Tanete District Riaja, Pujananting District.

As time went by, 24 February 1960 was a historical milestone that marked the beginning of the birth of the TK.II Barru Regional Regency with the capital city of Barru based on Law Number 229 of 1959 concerning the formation of TK.II Regions. II in South Sulawesi, along with the birth of Barru Regency, Pao-Pao Village was also officially born, which is part of Barru Regency.

Pao-Pao Village comes from the name of a mountain in Aroppoe Hamlet, Tellumpanua Village, which is the former area of Pao-Pao Village, namely Mount Pao-Pao. Since its birth, Pao-Pao Village has consisted of 7 hamlets, namely Lompengeng, Maralleng, Pucue, Bonto Penno, Polejiwa Aroppoe, Maddo, but in 1988 Pao-Pao Village was expanded and Tellumpanua Village was born with 3 areas, namely Aroppoe, Polejiwa and Maddo hamlets. So up to now the Pao-Pao Village Area consists of 4 hamlets, namely Lompengeng, Maralleng, Pucue and Bonto Penno hamlets.

Research and Publication Trends

Research on the implementation of public services based on the Village SIAP application in Pao-Pao Village, Tanete Rilau District, Barru Regency, reflects several main trends in current research and scientific publications. First, this research highlights the global trend towards the digitalization of public services, where information and communications technology (ICT) is used to increase the efficiency and effectiveness of public services. The SIAP Village application is an example of an e-Government initiative that seeks to streamline manual procedures to make them faster and more accessible to the public. Second, the use of qualitative methods, such as participant observation, in-depth interviews, and documentation studies, represents a continuing trend in social and public policy research. This approach provides deep insight into the experiences and perceptions of application users as well as contextual factors that influence technology implementation.

This research also emphasizes the importance of community participation and government support in the successful implementation of new technologies, showing that technological innovation often depends on the level of adoption by end users and policy support from the government. The focus on factors such as application operation training, availability of computer equipment, and WiFi networks in village offices reflects a growing trend in research on the importance of adequate technological infrastructure to support digital transformation in

rural areas. The research results showing a reduction in service time from several hours to several minutes with the use of the Village SIAP application reflect the general trend towards increasing efficiency through the use of technology. This research supports the literature showing that technology can significantly improve the quality and efficiency of public services, and makes an important contribution to the literature on e-Government and technology-based public services, offering practical guidance for the implementation of similar technologies in other rural contexts. Several research trends based on the topics studied and interrelated in the documents look as follows (Figure 5)
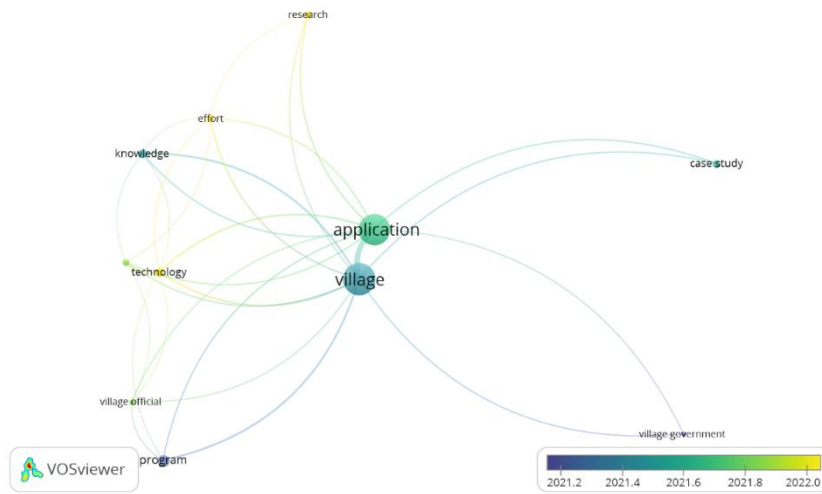

Figure 2.
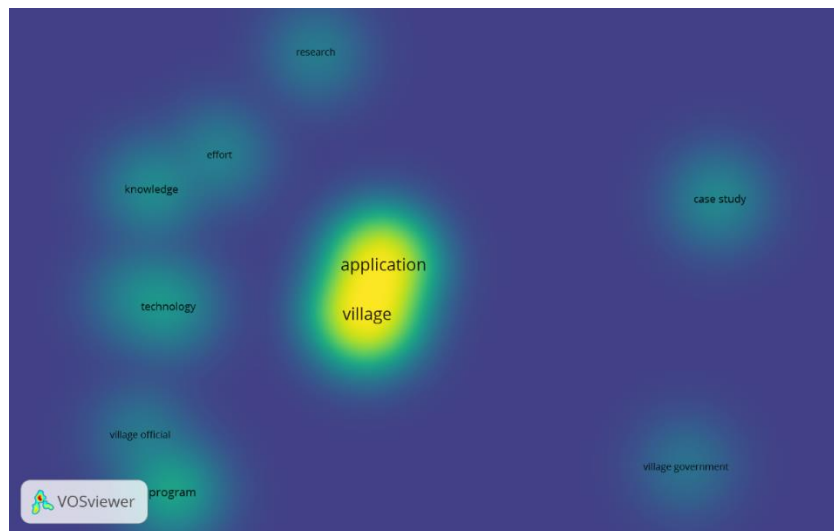**Research and Publication Trends**

Figure 3.
Density Visualization of Research and Publications

Some related research trends include: digitalization, e-Government, qualitative methods, community participation, government support, technological infrastructure, digital transformation, public service efficiency, technological innovation, technology adoption.

The novelty of this research lies in the application of the Village SIAP application technology to increase the efficiency of public services in villages, with a focus on how the application is able to streamline manual procedures into a much faster and easier process. In addition, this research also highlights the importance of training, community participation, and government support in implementing technology in rural areas. This study provides in-depth insight into the supporting factors necessary for successful digital transformation at the village level, something that has not been widely explored in previous literature. This research also uses qualitative methods to gain a more comprehensive understanding of user experiences and perceptions, which adds unique value and significant contributions to the field of study of e-Government and technology-based public services.

How to use the SIAP Village application

Before logging in data, first the Superadmin, in this case the village secretary or village head, must create an account according to their respective duties and functions. After that, to use the SIAP Village application, especially Pao-Pao village for admin, access the SIAP Village Application page http://Online.digitaldesa.id/73.11.02.2006 then log in with your username and enter the password.
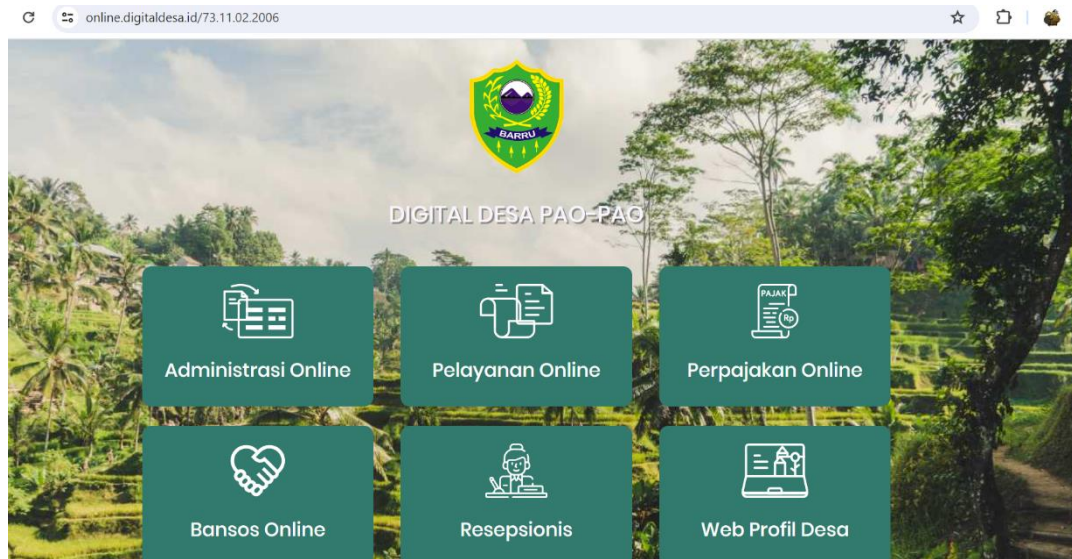
Figure 4.
Homepage of the SIAP Village Application
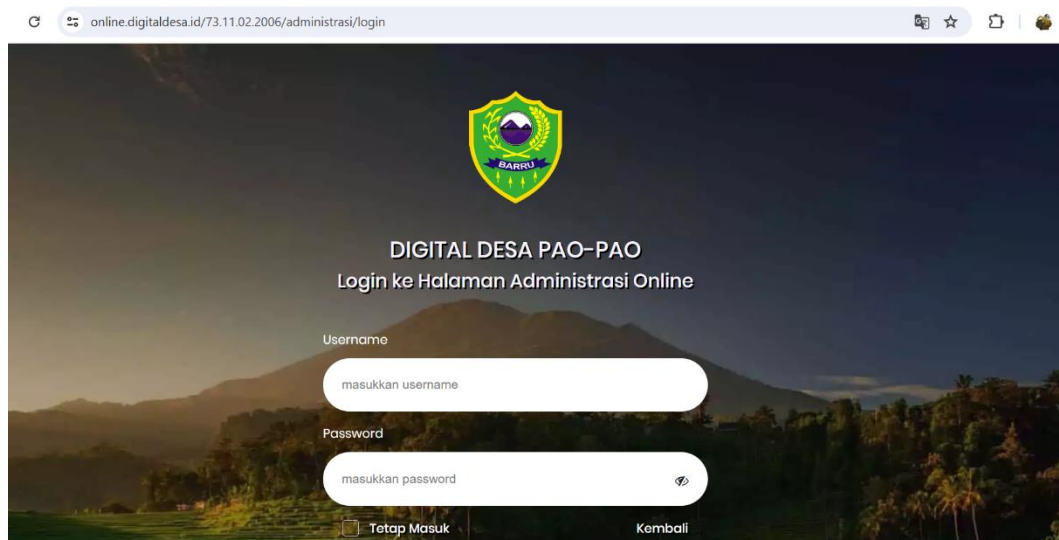
Figure 5.
Login page in the SIAP Village application

To access the village website which can be accessed by all people, you can access it by opening the page http://profil.digitaldesa.id/pao-pao-barru. After that, download the Digides application.

Village administration application that can be used independently by village officials. Useful for supporting the functions and tasks of village offices, including population administration, planning, reporting, asset management, budget management, village service applications, village correspondence applications and so on.

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Village service application that can be used independently by the community. Make things easier for people in administration, which includes general administration services, population, marriage, land and tax management.
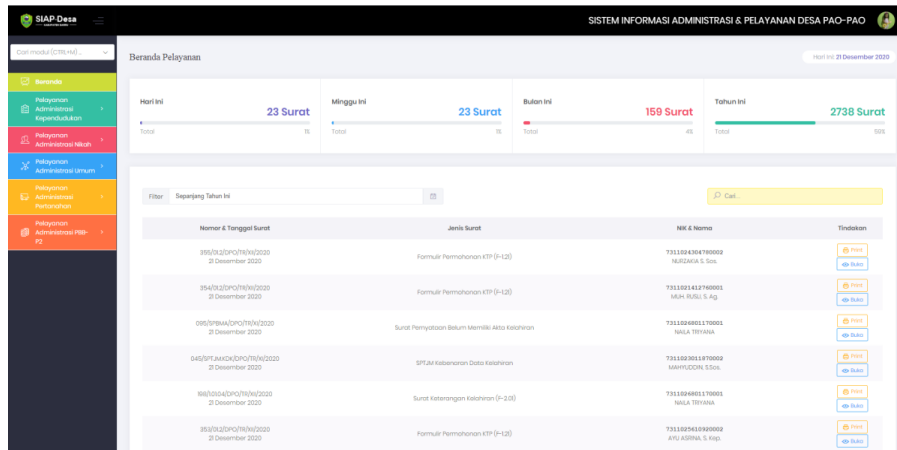
Research Results

Implementation of Public Services Based on the Village SIAP Application

In accordance with the results of interviews with several informants, it can be seen that several public service conveniences before and after using the SIAP Village application in Pao-Pao Village are based on the following public service standards:

Service procedures are a series of processes or work procedures that are related to each other, so that they show clear and definite stages and use rules and regulations in their implementation. The service procedures before using the application are based on the results of the author's interview with one of the residents of Pao-Pao village, saying that,The service at the Pao-Pao village office is quite complicated because we have to wait for hours to process the files. In the past, I processed a birth certificate application form, I waited quite a long time because there were several forms that were filled in manually. Moreover, if the file is incomplete, we have to go home to complete the file. If it is incomplete, our application will not be processed.And the results of the author's interview with the Head of Services for Pao-Pao village said that,In the past, before there was an application, the service process took quite a long time because some application forms, such as processing a birth certificate, had to be handwritten and there were many forms that had to be filled in, so the people who applied had to wait longer.

The results of the author's interview with Pao-Pao Village Staff stated that,When this application was used in Pao-Pao village, we village officials were given training regarding how to operate the Village SIAP application, starting from creating an account, inputting population data, to writing service request

letters.This certainly makes it easier for us as application users and makes it easier for us to provide services to the community.From the results of the interview above, several conclusions and descriptions can be drawn regarding changes in the public service process before and after using the SIAP Village application in Pao-Pao Village.

Before the SIAP Village application existed, the public service process in Pao-Pao Village was quite complicated and took a long time. People have to wait for hours to process documents, especially when it comes to processing application forms such as birth certificates. The manual process of filling out forms is also a factor that causes increased waiting times. Apart from that, incomplete documents are a serious problem that requires people to go home to complete them, which in the end can slow down the service process or even hinder their application.

After the SIAP Village application was introduced, significant changes occurred in the public service process. Village officials have been given training regarding application operation, from creating an account to writing an application letter. This results in efficiency in service because the process becomes faster and more effective. People no longer have to wait for hours because filling out forms and processing files can be done easily through the application, without having to make a direct visit to the village office.

Thus, the SIAP Desa application has had a positive impact in improving the quality and efficiency of public services in Pao-Pao Village. Faster and easier processes, as well as the use of technology that makes it easier to access and operate applications, provide a clear picture of the positive transformation in providing services to the community.

Quality of population administration services in Pao-Pao village

Based on the results of an interview with one of the Pao-Pao village staff, it was said that "the existence of this application really makes the staff's work easier because they no longer need to type the letter format manually. Apart from that, this application also makes the service process more consistent and does not change like before when service was still manual.The public also feels the benefits because they don't have to wait long when processing paperwork, because their population data has been input into the application. They only need to input their Population Identification Number (NIK) or name, and all data will be filled in automatically.

Meanwhile, for some Pao-Pao village residents who work as fishermen, this application allows them to save time that was previously wasted when processing certificates or other documents. A village resident explained that because of their daily activities at sea, they often find it difficult to handle these

documents manually. However, with the application, they can register and process the certificate via cellphone, which makes the process more practical and efficient. Apart from that, they also receive direct confirmation from village officials when the application has been processed, so they can collect the documents without having to wait long.

Qualitative data analysis

Tabel 1.
Analysis of Service Procedures Before and After Implementing the SIAP Village Application

No.	Theme	Before SIAP Village Application	After SIAP Village Application
1	**Service Process Efficiency**	- The service process was complicated and required hours of waiting.	- Waiting time significantly reduced as resident data is already inputted into the application.
		- "The service at the Pao-Pao village office is quite complicated because we have to wait for hours to process the files."	- "The public also feels the benefits because they don't have to wait long when processing paperwork, because their data is inputted into the application."
		- "In the past, I processed a birth certificate application form, I waited quite a long time because there were several forms that were filled in manually."	- "They only need to input their Population Identification Number (NIK) or name, and all data will be filled in automatically."
2	**Public Satisfaction**	- Residents felt the service was complicated and inefficient.	- Residents feel the benefits of a faster and more efficient process.
		- "The service at the Pao-Pao village office is quite complicated."	- "The public also feels the benefits because they don't have to wait long when processing paperwork."
3	**Ease for Users and Service Providers**	No direct comments on ease for users and service providers.	- The application makes it easier for users and service providers.
			- "This certainly makes it easier for us as application users and makes it easier for us to provide services to the community."

This table compares the service procedures in the Pao-Pao village before and after the implementation of the SIAP Village application. The analysis reveals significant improvements in service process efficiency, public

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satisfaction, and ease for both users and service providers following the adoption of the application. Recommendations are provided to ensure continued success and optimization of the application's benefits.

Discussion

Based on the results of interviews regarding the use of the Village SIAP application in Pao-Pao Village, several important things were revealed. First, from the perspective of village staff, the application makes work easier because there is no need to type letter formats manually. This indicates that the use of information technology can increase efficiency and accuracy in government administration processes at the village level.

From the community's perspective, especially fishermen, this application provides significant time savings in processing certificates or other documents. With access via cellphone, they can process these documents without having to physically come to the village office, which is of course very beneficial considering their busy lives as fishermen.

Apart from that, direct confirmation from village officials when the application has been processed also provides certainty and speed in public services. This shows that the use of technology in government administration can increase transparency, speed and accuracy in the process of providing services to the public.

Overall, the results of the interview illustrate that the Village SIAP application has had a positive impact in improving efficiency, accessibility and quality of public services in Pao-Pao Village. By continuing to optimize the use of information technology, it is hoped that public services at the village level can improve and provide maximum benefits for the community.

CONCLUSION

Implementation of public services based on the SIAP Village application in Pao-Pao Village in providing population administration services. The author concludes that the ease of use of the SIAP Village application in Pao-Pao Village can reduce manual service procedures that can take hours to just a few minutes. Apart from that, this application is able to cut service costs that should not be incurred by the public. So that services at the Pao-Pao Village Office can run effectively and efficiently.

Supporting factors for the implementation of SIAP Village application-based public services in Pao-Pao Village are the Law on legal legalization of the ITE Law Number 19 of 2016, training on application operations to improve the performance of village officials in realizing good governance, community

participation, government support, and facilities. and supporting infrastructure at the village office with computers and wi-fi networks.

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