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Community Adaptation in Facing the Digital Governance

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ABSTRACT

In an increasingly digitally connected era, governments and private organizations continue to move towards implementing digital governance to improve service efficiency, transparency, and responsiveness. This digital transformation process has had a significant impact on society. The adoption of information and communication technology has changed the way society interacts with governments, companies, and fellow community members. Therefore, community adaptation is an important key in facing this change. The purpose of this study is to describe how society adapts to changes due to the adoption of digital governance. This research uses qualitative methods by collecting data through in-depth interviews and content analysis from reliable sources. An interdisciplinary approach is used to look at social, economic, and political aspects in the process of community adaptation. The results show that people's adaptation to digital governance involves a number of challenges and opportunities. On the positive side, the adoption of technology has accelerated access to information and public services, increased public participation in decision-making processes, and empowered specific community groups. However, there are also negative impacts such as the digital divide, data security issues, and inequality of technology access that affect some groups of society. This research highlights the importance of digital literacy and inclusion in helping society adapt to these changes. Strengthening education and training in the use of technology will help reduce the digital divide and increase people's active participation in digital governance.

Keywords: *Community; Adaptation; Digital Governance*

1. INTRODUCTION

Digital Government is a form of implementation of the use of information technology by the government in providing services to the public. The development of Digital Government aims to improve the quality of public services in an effective and efficient way[1]. The paradigm of government services, which was previously characterized by slow bureaucracy, complicated procedures, and uncertainty, was overcome through the implementation of this Digital Governance. In this paradigm, services to the public no longer rely on documents and personal interaction, but have shifted to electronic processes so that personal interaction in providing services is no longer needed. In addition, the orientation in providing services no longer only focuses on production cost efficiency, but also focuses on

flexibility, supervision, and user satisfaction. The rapid development of information and communication technology has changed the social, economic, and political order in society. The implementation of digital governance, which includes the use of digital technology in government and business administration, has become an inevitable trend. Various countries and private organizations have turned to digital platforms to increase efficiency, increase transparency, and provide better public services to the public.

Generally, Indonesian people still do not fully understand and respond to the development of information and communication technology (ICT). Most of them only use advanced technology for entertainment purposes, searching for information, and communicating. Not only among the general public, but even some public servants have not mastered the use of

information and communication technology as a means to serve the interests of the public and government.

In the theory of Information Search expressed by Donohew and Tipton [2] the acceptance of a person or group of people to technology takes place gradually through three stages, namely search, sensing, and processing information. These three stages are based on social psychology's understanding of human attitudes. Without realizing it, humans tend to avoid information that does not match their real view or picture of information or technology, because both can bring potential dangers.

Based on the results of government surveys related to regions and optimization of technology use, it is known that Papua Province has 30 regional governments, but none of these regional governments have reached the stage of technology utilization. This means that no local government in Papua Province uses the Government Website Portal to implement part of e-government [3]. In 2016, the development of e-government in Merauke Regency began by referring to both relevant laws as the legal basis, and was marked by the launch of the official website of the Merauke Regency Government (www.merauke.go.id).

Based on Presidential Instruction (Inpres) No. 3 of 2003 concerning national policies and strategies for e-government development, e-government is very feasible to be implemented as a form of support for the development of services to the community. Especially in Merauke Regency, around 50 more applications have been carried out to support the implementation of e-government, of course, it will improve services to the community, several institutions such as in the www.pamerauke.go.id Religious Court and District Court, www.pn-merauke.go.id even the local government carries out Aspiration and Complaint Services with SIADU jargon which aims to report mistaken activities for Merauke Regency Government officials.

One of the success factors in implementing Digital Government is the readiness of the community to face these changes. . To support digital transformation, the readiness of Human Resources (HR) as technology supporters in digital transformation is needed. Therefore, digital transformation must certainly be accompanied by a change in mindset and behavior that includes knowledge, expertise, and work culture.

Community adaptation in the face of digital governance is crucial because these changes have a significant impact on the way society interacts with governments and other entities. How society adapts to this digital transformation poses an interesting challenge for research in social, economic, and political contexts.

The introduction of information and communication technology has changed the pattern of communication and access to information of the community. Modern

society relies on the internet and digital platforms to access public information, communicate, and participate in social life. The current phenomenon in Merauke Regency is that there are still groups of people who face difficulties in adapting to technology, this is due to lack of digital literacy, limited access, or economic challenges. In addition, digital governance also raises new issues related to data security and privacy. The involvement of governments and organizations in the collection and use of personal data raises concerns about privacy breaches and potential misuse of data by irresponsible parties.

Research on community adaptation in the face of digital governance is very important to investigate the social, economic, and political impacts of this digital transformation. The importance of digital literacy, equitable access to technology, and data privacy protection needs to be well understood to address the challenges and opportunities presented by the era of digital governance.

2. METHODS

The type of research used in this study is a qualitative study with a description approach in the form of reviewing phenomena or events, people, objects, aimed at understanding social phenomena from an angle or perspective of participation. Participation is a person who is interviewed, observable, asked to give data, opinions, thoughts, and perception researchers establish close emotional relationships and intimacy with all stakeholders who were met during the study can receive a positive response and got deeper and more accurate information[4]. In this research the authors conduct data collection by interacting with the object in a thorough manner. Analytical techniques are done in a qualitative descriptive. In conducting analysis of research data refers to several phases consisting of: data reduction, data presentation, in the final stage is the withdrawal of conclusions or conclusion drawing/ verification to look for explanations patterns. The withdrawal of the conclusion is done carefully by verifying the form of re-review in the field so that the data can be tested in validation.

3. RESULTS AND DISCUSSION

Accelerating the completion of regulations, guidelines and technical standards for the implementation of electronic-based government systems. Second, the completion of digital infrastructure development and development and the acceleration of integration of an integrated and nationally integrated government application system (E-Government). Third, structuring and simplifying the business process structure of ministries, institutions, and local governments, in response to changing behavior and

community service needs in the digital era. Fourth, capacity building and especially in digital literacy to realize the digital transformation of bureaucracy towards a world-class bureaucracy.

3.1. Government Information Access Policy

Good governance and effective and efficient improvement of public services require e-government development policies and strategies. These policies and strategies are regulated [5] National Policy and Strategy for the development of e-government at all levels of government as a whole.

The results of data analysis show that the access power of the people of Merauke Regency, especially the existence of people in the periphery to get government formation, is very limited. This happens because the ability of the community is limited so that the space for access to government information becomes limited. The limited power of public access in obtaining information occurs due to public apathy in utilizing government digitalization channels and adaptative attitudes. Although technological developments have made it easier for humans to get information, there is still some information that is also needed by the community, especially information related to the public realm is still not distributed to the public. The release [6] of Public Information Openness is an important moment in encouraging information disclosure in Indonesia.

For the public, the Law is a form of recognition of the right to information and how that right must be fulfilled and protected by the state. As for the government and public bodies, the Public Information Disclosure Law is a legal guideline to fulfill and protect the right to public information. In this regard, it is appropriate for public bodies to be able to manage information and documentation so that the public can easily, quickly, and cheaply get the information needed. For this reason, e-government socialization needs to be carried out consistently, continuously and incentivized to the community because people do not understand what and how the application of e-government and the benefits they can take [7].

According to the results of a study from Harvard JFK School of Government, to apply the concepts of digitalization in the public sector, there are three elements of success that must be owned and considered seriously, namely support, capacity and value [8]. The first element is Support is the first and most crucial element that must be owned by the central government and local governments. The support in question is the desire and cooperation of all elements of both public officials to implement e-government. Key aspects of successful e-government development such as; First, a collective agreement to implement e-

government. Agreement and cooperation for the development of the concept of e-government in public services will become more effective and efficient. Second, the allocation of various resources (human, financial, energy, time and information). To support the implementation of e-government in public services, things that must be considered are resources including qualified human resources, sufficient finance, energy, time and adequate information. Third, the construction of various infrastructures and supporting superstructures to create a conducive environment for developing e-government. Fourth, Dissemination of the concept of e-government evenly, consistently and comprehensively. The next element is capacity, namely the existence of an element of ability or empowerment from the Government in realizing e-government in public services into reality.

According to [9] to realize the above there are four aspects that must be owned including; First, the availability of sufficient resources to implement various e-government initiatives. Second, the availability of adequate technological infrastructure. Third, the availability of human resources who have the competencies and expertise needed in the application of e-government. This Capacity element is the authority of public officials to achieve their duties to the maximum. The last element is value, meaning that various e-government initiatives will be useless if no party feels Benefiting from the implementation of the concept and in this case, what determines the magnitude of the benefits obtained by the existence of e-government is not the government itself, but the interested community (demand side).

According to [10] digital transformation provides more information, communication, and connectivity enabling new forms of collaboration within networks with diversified actors. Challenges in the digital space must be balanced with digital literacy for the community as an effort to build an adaptive attitude to the digitalization community as an idea in growing public awareness in adapting. The digital adaptation process can occur by providing space for the community to actively participate in utilizing digital space.

3.2. Public Participation in the implementation of digitalization of Governance

During the development of the digital era, people are required to be able to participate in the implementation of decision making. Community readiness in digital literalization is an integral part of the process towards digitalization of governance. In this study, we develop and test related to the readiness of society in the digital era. From the analysis data, it shows that public participation in the implementation of digitalization governance is partly participating, and some have not participated. In accordance with research conducted by

[11] stated that participation in the development of e-government in Indonesia with the type of direct participation, where the existence of the community must be directly used in achieving the governance component, especially in the component of policy making and consultation, this is because some people know the use of digitalization because of individual abilities. They can access data properly and correctly. Some people do not know how to carry out digitalization because they do not know how to implement it. The principle of community participation requires that people must be empowered, given opportunities and included to play a role in the public policy process. In order to strengthen public participation, the government can do by [12] : a. issuing information that can be accessed by the public; b. organizing a consultation process to explore and collect input from stakeholders including citizen activities in public activities, delegating authority to users of public services such as the planning process and providing guidance for community activities and public services.

According to [13] classifies participation into 2 (two) based on the way of involvement, namely: 1) Direct Participation Participation that occurs when individuals display certain activities in the participation process. This participation occurs when anyone can express views, discuss the subject matter, raise objections to the wishes of others or to his or her speech; 2) Indirect participation Participation that occurs when individuals delegate their participation rights. The existence of information technology will greatly assist the government in its efforts to explore and collect information and input in public policy, one of which is through the use of e-government. The World Bank defines e-government as follows. "E-Government" refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government.

Government activities in carrying out government policies need to listen to the activities of the community, it's just that the government must carry out policies starting in gradual stages. this is in line with research conducted by wong at, el., which states that the government in implementing digital governance needs to carry it out in stages or the government may also jump to the next stage if the community already understands digital governance. [14] Public participation is indeed very necessary to support the improvement of the implementation of digital-based government. Therefore, in the city of Merauke, most people already understand how to access information, most of them also do not understand how to access information. socialization or giving the public the ability to access information is part of the government's ability to run a clean and open government. This is in line with

research conducted by Setyawati et.al which stated that due to public information disclosure, communication is not only carried out internally implementing policies, because implementers must also be able to communicate information properly to the public. [15]

3.3. Empowerment of Community Groups in Digital Literacy

Empowering communities in the era of globalization and digitalization always involves implementing digital literacy to prepare for the rapid developments in the future. The continuous application of digital literacy in people's lives can drive the progress of society. According to UNESCO, the concept of digital literacy is a crucial foundation for understanding technology, information, and communication devices. One aspect of this concept is ICT Literacy, which focuses on technical skills involving the community in line with the development of digital-based culture and public services. The development principles of digital literacy, as proposed by Mayes and Fowler [16], are hierarchical. It consists of three levels of digital literacy: first, digital competence, which includes skills, concepts, approaches, and behaviors; second, digital usage, which refers to the application of digital competence in specific contexts; third, digital transformation, which demands creativity and innovation in the digital world because technology plays a significant role in digital literacy. Several steps can be taken to implement digital literacy in community empowerment: Digital literacy in schools should be developed as an integrated learning mechanism within the curriculum or, at the very least, connected to the teaching-learning process. Students need to enhance their skills, teachers should increase their knowledge and creativity in teaching digital literacy, and school administrators should facilitate teachers or educators in cultivating a culture of digital literacy within the school.

- a) Providing computers and internet access in schools is vital for advancing knowledge in this digital era. Learning resources required by students, especially related to information and communication technology, can be readily accessed through the internet.
- b) Providing information through digital media. Placing digital screens and information boards at strategic points within the school environment can assist students in gaining new knowledge and information. Adapting and applying these digital literacy practices in community empowerment can foster progress and development in facing the challenges of the digital era.

Digital literacy within the family can be initiated and applied by close individuals or immediate family

members, such as parents who should serve as exemplary role models in using digital media. Parents should create a communicative social environment within the family, especially concerning their children. Building interactions between parents and children in utilizing digital media can involve discussions and sharing positive experiences with digital media. The next step to develop digital literacy within the family includes: (a) providing reading materials related to digital media, focusing on information and communication technology, in the form of newspapers, magazines, books, and soft copies accessible through computers and gadgets; (b) selecting educational TV and radio programs for family members, especially children, as sources of knowledge; (c) providing computers, laptops, devices, and internet access in the family is one of the essential efforts in advancing knowledge in this digital era. The family's need to learn about information and communication technology should be supported by the availability of computer devices and internet access at home.

Digital literacy in society refers to the utilization of technology for communication and information dissemination while educating the public using networked technology to promote wise usage of technology. Information communication devices in society have transformed into communication tools that not only offer telecommunication features but also provide access to data. The global information society considers wireless communication devices a necessity that influences lifestyles, especially in accessing and distributing information. Observing the impact of technological advancements in Indonesia, it is evident that almost everyone owns a mobile phone. The use of smartphones, equipped with advanced features, has facilitated interactions with friends, relatives, and social media applications through internet networks.

The development of virtual social networks represents the next stage in the transitional era towards an information society. Indonesians have established networks to share information without constraints of distance and time. Pertaining to Law No. 19 of 2016 on Information and Electronic Transactions, the features that need attention encompass all forms of network technology. Several specific targets for implementing technology in society include: (a) increasing the quantity and variety of digital literacy reading materials available in every public facility; (b) increasing the number of public facilities that support digital literacy; (c) increasing active community involvement in digital literacy activities; (d) increasing the utilization of digital media and the internet to provide access to information and public services; (e) increasing the number of impactful and applicable digital literacy training programs for the community.

The dissemination of information and knowledge through various social media platforms, which most people are using, allows society to express aspirations and opinions while considering the appropriateness aspect without harming others. Digital literacy can also lead to economic goals being realized, for example, through understanding online transactions. In summary, digital literacy instills self-awareness in individuals about themselves and the dynamic world, enabling them to participate more effectively in social life and embrace lifelong learning.

Literacy culture is a mirror of the nation's progress, so it is necessary to have awareness of each individual in building self-capacity in a sustainable manner with the support of policies, infrastructure and management that Suswandari clearly built. [17] For this reason, there is a need for government support, both central and regional, to be able to develop it, especially here is a digital literacy culture for village government officials in realizing smart villages.

4. CONCLUSION

The government's acceleration of digital transformation focuses on four key aspects: resolving regulations and technical standards for electronic-based government systems, developing digital infrastructure and integrating E-Government, restructuring government business processes, and enhancing digital literacy to achieve bureaucratic transformation.

Government information access policies are governed by the National Policy and Strategy for E-Government Development, aimed at improving effective and efficient public services. Community participation in the implementation of governance digitalization can be done through both direct and indirect involvement, with government support in providing information and involving the public in the policy-making process.

Empowering community groups in digital literacy is essential to face the challenges of the digital era. Digital literacy can be progressively implemented in schools, families, and communities to enhance understanding and skills in utilizing information and communication technology.

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