LOCAL GOVERNMENT READINESS IN THE ERA OF SOCIETY 5.0

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Article Info	ABSTRACT
	This article aims to describe the readiness of the Pacitan Regency Regional Government in facing the Era of Society 5.0. The method used in this paper is a literature review with the steps used in searching for data being selecting a topic, searching for information, determining the focus of the study, collecting data, presenting data, and writing a report. The data sources in this article were obtained from books, scientific articles, news sources, social media, and personal documents. The analytical method used in this research is the meta-synthesis analysis method which is carried out by summarizing the results of previous research which are in accordance with the research theme using narrative techniques after a selection and extraction process has been carried out on the search results. The conclusion in this paper is that local governments are required to move to technology as a basis for the services provided to the community in various activities. Changes must be made by the government even though the readiness of the existing apparatus is not yet completely ready. The existence of the *Wadule Pacitan* application is an example of the changes that have occurred in government innovation services in supporting e-government in Pacitan Regency.

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1. INTRODUCTION

The development of electronic-based services in the government domain is basically to meet the community's needs for quality, effective and efficient services in order to realize good governance [1]. One of the benefits of using this technology is to increase transparency and accountability of government institutions, as well as simplifying bureaucracy to make it more efficient in order to improve services to the community. With the development of the public service paradigm and anticipating advances in information and communication technology that is oriented towards customer satisfaction (customer-driven government), this is in line with the development of state administration in order to realize excellent and quality service [2]. It is hoped that electronic-based public services can help the government respond quickly to problems in society [3]. Regional governments in Indonesia are basically required to make changes to digital-based services, as has been done by several regions in Indonesia [4]–[6]. One of the regional governments that is innovating is Pacitan Regency. To support this, the Pacitan Regency government innovated by launching an information service system application, electronic-based public complaints with the aim of accommodating aspirations and at the same time providing electronic service complaints. With this service, the regional government of Pacitan Regency hopes that the community will easily participate in the development of their region.

At the national level there is the People's Online Aspiration and Complaints Service (*LAPOR!*) which was developed by the presidential staff office. The purpose of the development of *LAPOR!* is to increase community participation in monitoring development, government programs, and implementing public services. *LAPOR!* is a social media-based means of aspirations and complaints that is easy to access and integrated with 81 ministries/institutions, 5 regional governments, and 44 state-owned enterprises in Indonesia. Meanwhile, in Pacitan Regency, *Wadule Pacitan*

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(Pacitan Electronic Services Aspiration and Complaints Forum) from 2018 was developed by the Pacitan Regency Communication and Information Service. The complaint service was established so that the public can participate and improve public services and development in the region.

Wadule Pacitan can be accessed via smartphone by downloading the application via playstore. As a form of accountability before submitting a report, users are asked to enter their email address and telephone number. *Wadule Pacitan* is an application that is connected and integrated with Lapor SP4N (National Public Service Complaint Management System). Law Number 25 of 2009 concerning Public Services, namely 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 service providers.

Presidential Decree number. 20 of 2006 E-Government is the use of information and communication technology in government processes to increase efficiency, effectiveness, transparency and accountability in government administration [7]. The regional government of Pacitan Regency, with the launch of this application, hopes that electronic-based services to the community will be faster and not hindered by time. In line with the principles of implementing e-government, namely the use of information technology by the government to provide information and services for its citizens, business matters, and other matters relating to government [8]. The aim of utilizing information technology is to provide better public services, improve relations between government and business and industry, empower society through access to information, and increase the efficiency of government management [9], [10]. Not only in the communication relationship between government and business actors, e-government must also be able to become a communication medium for government to citizens, where in this context e-government must be a solution to resolve public service problems, which the results of a survey conducted by the Ombudsman of the Republic of Indonesia, show there are still maladministrative practices, such as illegal levies and brokering, as a result of non-compliance with service standards received by service users [11].

Based on the things above, this article will convey more about the readiness of the regional government of Pacitan Regency to implement adjustments to electronic-based services in order to face the era of society 5.0.

2. RESEARCH METHOD

The method used in this paper is literature study [12]. The steps used in data search are selecting a topic, searching for information, determining the focus of the study, collecting data, presenting data, and writing a report. Data sources in this article were obtained from books, scientific articles, news sources, social media, and personal documents, all of which were used to increase the strength of the data in this article. As a reference framework and theory used for problem analysis, the author collected twenty-two national journals, online news sources, social media, and textbooks. The most important point to be analyzed is how prepared the regional government is to face the era of society 5.0 with the regional option explored being the readiness of the Pacitan Regency Government. Of course, the choice of this area is based on the progress of the Pacitan Regency Government in terms of tourism which must be accompanied by changes in habits, especially in terms of receiving input and openness of information through the existence of the *Wadule Pacitan* application.

The analytical method used in this research is the meta-synthesis analysis method which is carried out by summarizing the results of previous research which are in accordance with the research theme using narrative techniques after a selection and extraction process has been carried out on the search results. The results of the research summary are then approached using meta-aggregation to carry out aggregates (descriptive) in accordance with the research theoretical framework and the points that will be analyzed to answer the research questions [1].

3. RESULTS AND ANALYSIS
a. Previous Research

There has been a lot of research carried out regarding regional readiness to move and face the new era, namely society 5.0. The district government must begin to organize, especially to keep up with the changes that exist in the realm of technological and information advances. Various innovations regarding the existence of electronic-based government services have been carried out, such as the existence of electronic services regarding population management [13]–[15], procurement of goods and services [16]–[18], public information related to health [19]–[21], tourism [22]–[24], and MSMEs [25], [26]. There are still many regional government activities that are then created with an application with the aim of making it easier, of course the community must be able to adapt quickly and wisely in taking advantage of all existing changes [27].

Various application-based innovations are offered by local governments, whether they are effective or not, it is clear that the government has tried to provide maximum service to the community. The ideal service today is if everything can be done using a smartphone or other digital media, and can be accessed anytime and anywhere. Various studies that have been carried out previously, can be concluded that regional governments are currently starting to

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change to digital-based electronic services, although in this research it is known that sometimes there are still many obstacles, but the regional government's willingness to change is there.

b. Why should you move to Era Society 5.0

The era of society 5.0 is a concept that allows humanity to use science-based modern technology such as artificial intelligence and robots to meet needs and make human life easier. The concept of society 5.0 is actually not much different from the previous concept, namely society 4.0. The difference lies in the context that is focused. Where society 4.0 focuses on the context of technological development, while society 5.0 focuses more on the human context. To understand the development of Society 5.0, we also need to understand the previous generations starting from society 1.0 to society 4.0. The main component of society 5.0 is humans who can create new value through technological developments [28]. This development is expected to minimize social disparities and economic problems. The development of technology changes the role of humans in many ways. Many jobs have indeed been replaced by machines, but this has also been accompanied by the increasing development of human abilities in various new things, one of which is innovation carried out by local governments.

The various obstacles encountered in the implementation of internet-based government services can sometimes be interpreted as not being ready for the community as users or even implementing officials in the local government itself. There are many factors that cause this, education level, age, and the unwillingness to move because they are already in their comfort zone are one of the reasons. Even so, local governments still have to implement changes in terms of digitalization, changes in government digitalization or electronic government (e-government) are the use of internet networks in disseminating information and government services to the public. The application of e-government, which has become known as digital government, online government or in certain contexts, transformational government, has proven to facilitate reciprocal interaction - digitally of course - between government and society.

There is an increasingly easy two-way information delivery model not only between the government and the community; but also between the government and the private sector or the government and the government [29]. This is a form of innovation in communication strategy, which will certainly be useful in supporting the roles and functions of government, society and the private sector in building the life of the nation together. Of course, the most expected benefits from e-government are increased efficiency, convenience and easier accessibility for the public to obtain services from the government.

c. Readiness of Pacitan Regency in Information Openness and Public Complaints

Pacitan is a district in East Java Province. During the Dutch East Indies era, this area was called *Kawedanan* Pacitan which was famous as a tourist destination. Pacitan Regency is the birthplace of Susilo Bambang Yudhoyono, the former sixth President of the Republic of Indonesia. Pacitan Regency is known as the district of a thousand caves, why is that because Pacitan has lots of caves, the number of which cannot be counted on the fingers of one hand. Astronomically, Pacitan Regency is located at 110º 55' - 111º 25' east longitude and 7º 55' - 8º 17' south latitude. The area of Pacitan Regency is 1389 square kilometers, which is divided into 12 sub-districts. The government center is in Pacitan District.

The communication and information service is a regional organization formed in the Pacitan Regent's Regulation Number 65 of 2016 concerning the position, duties and functions, organizational structure, and work procedures of the Pacitan Regency communications and information service. *Wadule Pacitan* application is under the management of the Pacitan Regency Communication and Information Service which was launched on March 14 2018 with the hope of providing an opportunity for all Pacitan residents to actively participate in the development of Pacitan Regency anytime and anywhere.

The background to the formation of the *Wadule Pacitan* application is implementing Law Number 25 of 2009 concerning public services which states that the implementation of public services includes service implementation, management of public complaints, information management, internal supervision, counseling to the public, and consultation services. The complaint service is an external supervision of the implementation of public services. The formation of the *Wadule Pacitan* application follows the technological developments of many people who already have Android-based smartphones. *Wadule Pacitan* application can be used using a smartphone by downloading it via the application. Meanwhile, the way to do this is by simply downloading the application on playstore or visiting the website wadul.pacitankab.go.id. All your input will automatically be received by the agency in charge for follow-up. The Regent of Pacitan is very concerned with *Wadule Pacitan*. The Regent always monitors it via the monitor screen in his office. According to the Head of the Communications and Informatics Service, regional leaders can directly monitor which regional organizations are less responsive to public complaints.

To provide smoothness and convenience for the public to actively participate in supervising public services in Pacitan Regency, with the existence of electronic means of channeling public management and complaints in Pacitan

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Regency, *Wadule Pacitan* can be accessed via the website or android smartphone and can be used anywhere and at any time. This makes it easier to convey information and complaints from the public to the Pacitan Regency government. The development of the *Wadule Pacitan* application is more effective and efficient, namely that all reports are directly connected to the relevant agency.

The flow of management of the electronic aspiration and complaint forum for Pacitan Regency (*Wadule Pacitan*) from reporting to follow-up is as follows: the public reports via the *Wadule Pacitan* application by logging in or registering using e-mail. Then the report is received by the operator (main admin) who is the Head of the Information Services Section for Information and Encryption at the Pacitan Regency Communication and Information Service. Complaint reports entered in the *Wadule Pacitan* application will be processed and sorted by the main operator by looking at the types of complaint reports that can be answered and will be answered directly by the operator. If the report is the authority of another regional organization, the report will be forwarded to the relevant regional organization based on category. The report is received by the operator (regional organization admin), the report will be filtered by the regional organization admin to be distributed to fields or sections or if it is important, it may need immediate handling, it can also go to the head of the department. Reports to regional organizations will be used as material for improvement. Reports submitted to this application will be analyzed and then followed up, then the response to the report from the person concerned will be sent to the main operator to be used later to answer the complaint report through the response column in the report concerned. If the answer is considered complete, the report status is changed to resolved.

The use of the *Wadule Pacitan* application in public services is an innovation effort developed for the Pacitan district government to provide smoothness and convenience for the public to actively participate in monitoring public services in Pacitan Regency, so that with a means of channeling public management and complaints electronically in Pacitan Regency to meet needs community in the fields of health, security, employment and other community needs. Although what Pacitan Regency is doing is not something new in Indonesia. Considering the innovations in Permenpan and Bureaucratic Reform no. 30 of 2014 concerning Public Service Innovation Guidelines explains that service change is a form of innovation need which is a creative process of creating knowledge in making new discoveries that are different and/or modifying existing ones.

4. CONCLUSION

The *Wadule Pacitan* application service is managed and developed by the Pacitan Regency Communication and Information Service and in collaboration with operators in other regional organizations. The impact of using the *Wadule Pacitan* application is that complaint services become transparent, effective and efficient. The public can do this anywhere and anytime and participate in the development and improvement of public services in Pacitan Regency. The use of the *Wadule Pacitan* application in public services is a government innovation effort to report public complaints. Even though what Pacitan Regency is doing is not something new in Indonesia, the *Wadule Pacitan* Application which was launched by the Pacitan Regency Regional Government Communication and Information Service still needs strengthening regarding technology, information and communication infrastructure resources as well as human resources as managers who can support success. e-government. Despite the various shortcomings, the implementation of e-government through the *Wadule Pacitan* application can be used as an example for other regional governments to innovate in the delivery of public services in their regions.

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