

Digital Trend as the Effort for the Effectiveness of Legal Assistance at the Village Manager Level: Challenges and Opportunities. A Systematic Literature Review

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ABSTRACT

The digital trend is now not only among academics and top-level government policymaking officials. However, to streamline and innovate the performance of the village level apparatus, it also needs to be considered. To prove the effectiveness of this trend, between an opportunity and a challenge, we try to collect as much evidence as possible from previous studies that we are looking for electronically, such as published journals, government regulations at home and abroad, and national newspapers. We have systematically reviewed all of these documents and ensured that the study would answer the problem of this study validly and reliably regarding the results. We analyze under a phenomenological approach, including coding systems, evaluation, interpretation, and conclusion. So, based on the available data, we conclude that the trend of computerization among village officials to improve the quality of work is time to be applied and foster their human resources.

Keywords: *Digital trend, service quality, public apparatus, review*

INTRODUCTION

Village government organizations can record information and data related to public services. (Brown and Osborne, 2012); (Manullang, 2019); (Manullang, 2020a); Manullang, 2020). This village is the smallest public service area in the government system in Indonesia. According to Number 32 of 2006 concerning Guidelines for Village Government, Luntungan et al., (2015) a government organization is an organization by its obligations and expertise, particularly completing government affairs in the village. It would be better if the village-level areas focused on service turnover and improved administrative structures, which are essential for implementing the overall public service turnover effort. It is essential to develop a service framework village, one part of the Regional Management Information System, as a supporting asset as programming and software. (De Oliveira et al., 2014). One of the efforts that must be made to overcome the problems faced when dealing with cities is to develop an administrative framework that can play, store, present information, and offer types of assistance to local areas. In addition, what is happening in the village as a whole

is that the implementation of village apparatus assistance is currently not acceptable, so it is often the subject of public discussion as many issues are freely examined in remote villages. (Alamanda et al., 2019; Aslan, 2019; Ginting et al., 2021; Manullang, 2021; Aslan et al., 2020; Aslan et al., 2020; Madri et al., 2021; Aslan and Putra, 2020).

In the Jepara region, there are 196 villages and 16 sub-districts. The level of instruction from village authorities is currently within the normal limits of secondary school education. (Anwar and Rohman, 2020; Rahmadana et al., 2020; Marzuki et al., 2021). The average time of village government in Singagul city is more than 50 years. There is only one PC and printer, and it is possible that only one person can operate the PC, so if there are people who need many letters in the village, the village officials cannot serve them in a day. Hakim and Mardianto, (2019) proved the relationship between the education level of village officials and the work reputation of village government officials at the sub-district government office. Because the education level of the authority is still at the junior high and high school level, there must be much tricky work for the environmental government and the Science and technology group for the community to understand the village governance organization. The city has a board of directors of up to 9 people and has a village mechanical assembly consisting of 15 members (1 high-ranking official and 14 other village authorities), and has 87 individual Linmas. (Badri, 2016). It is believed that there will be good support from the local area or meetings requiring administration from the city. There are 4,011 boys and 3,925 girls in the younger generation as for the adult group, male and above as many as 2,520 people and for women 2,371 people. The population thickness per km² is 2,342 individuals. (Anwar and Rohman, 2020).

Looking at the development of villages in the country, residents and buildings in the village and sub-districts. (Anurogo et al., 2017). The most significant level of education is primary education to secondary school) with a total of 71.5%, the largest is elementary school graduates, the largest as many as 34.1% this means it will affect the level of awareness. There is an inequality between the quantity of software and the number of people in the village. This requires skilled personnel to handle other village fund population services to overcome this awkwardness is identified with managerial and legislative administration around the district. (Kettl, 2015). The problem is not far from the problem seen by the accomplices, and what is essential is that the number of authorities in the two village authorities is still minimal, this is not very limited and not matched by the capacity and foundation of the local area to offer the type of assistance to the region and administration to the environmental government according to the closest government. (Satterthwaite and Mitlin, 2013; Manullang, 2020; Sari et al., 2020; Saragih et al., 2020; Manuhutu et al., 2021).

Village administration with a technology system arranges to make the village organizational data framework more feasible, productive, and fulfilled, and to offer

great support to local communities to be feasible, productive, and almost the same as the administration of community services in cities. So it is not wrong if the villagers ask to be served well with little attention to the condition of gadgets and the readiness of adequate human resources. (Hartono, 2019). Another problem is the limited support foundations to serve the local area. What partners identified with the administration of village organizations looked at was establishing municipal authority and the boundaries of the framework related to administration. The setting is to provide science and innovation for accommodation as an integrated village organizational framework that relies on computer information technology. The program is proposed to work with the implementation of the city organization and implementation of the report. This will improve the limited human resources and the lack of an administrative system. (Lu and Liang, 2011).

The series of experiences of local and city governments in Indonesia cannot be separated from the route, backwardness, and the need for innovation towards improvisation. The word 'desa' means "village culture" is still often ridiculed by individuals when everything is over. However, the gift of wealth and environmental intelligence in the archipelago today is the teaching and method for developing the country. It is undeniable that the glory of the state begins with village government, even in remote corners of the country. Ratification of Law no. 6/2014 on Villages to make villages more grounded and more prosperous will make them blameless and, to a lesser extent, become political instruments for power holders. (Nurcholis, 2014). Public authorities give special consideration to cities and rural areas.

The village has become the beauty of public authority and the beginning of the turn of events for the Indonesian nation. The government and rulers know that the Indonesian nation consists of thousands of villages and suburbs. This village is not, at this moment, inseparable from the shame; everything is diverted 180% of the past. There are no more crude oil accounts and plunges in cities. (Muhammad, 2016). Today, rural villages should not be seen as a lower class of society but should be the same as other urban communities. All of this can be achieved and must be started from the effective administration service process, namely the support of village administration digitalization technology. (Hatuwe et al., 2021).

Post-renewal alongside changes in guidelines at the town level has made towns more engaged. The sanctioning of Law no. 6/2014 on Villages to make towns more grounded and more prosperous. Towns are not, at this point, short articles, however through town local area drives, they become subjects and entertainers in public events. The job of all gatherings associated with country regions is the way to effective advancement in towns. The public authority, local area individuals, and outsiders are the determinants of town improvement and strengthening. The town is not, at this point, inseparable from disgrace, all diverted 180% from the last time.

Data System Advantage

Village administration services indistinguishable from backwardness, custom, and rudeness have a tedious task to innovate data. Data innovation is significant to be implemented in villages because it is simple, adaptable, creates a productive and robust framework. (Pramerta et al., 2020). Digitizing rural areas will benefit more in the not distant future. It is not easy to understand the provincial digitization program. There are still many obstacles that hinder the implementation of this program. The fate of cities that depend on data innovation is a test amid high demands of public authorities for village progress. It is believed that the village will want to take advantage of data innovation, which is now a necessity in all day-to-day problems. The Village Law includes conditions concerning the village data framework that has many computer-based villages. (Prasetyanti and Kusuma, 2020). The main obstacle is the unbalanced allocation of human resources. Many deals in Indonesia can improve data innovation in various parts of village progress. This should be made possible through preparations for all village authorities and residents.

The fate of computerized-based villages requires serious consideration from various related meetings. (Kirana, 2020). The issue of unequal human resources is still significant and requires the cooperation of various groups to find the answer. Back to the community page comes from village digitization and data innovation in Indonesia, helping outsiders who are experts in data innovation increase the interest of city residents in using data innovation. Villages can achieve strengthening at the level of public services and shock globally. Everything can happen if the energy of cooperation from many partners in the village is continuously fostered so that all villages in remote areas, even in the archipelago, are involved. We always pray for hope and positive thoughts to create a bright future village, full of winning stories and modern and innovative, (Gamayuni et al., 2018) public assistance in the computerized period.

Even though the village administration was in a pandemic, the treatment of these widespread issues, including the distribution of social assistance, turned into a conversation of imagination and embellished its features. (Pamungkas et al., 2020). Various hashtags appeared through online media that reprimanded the public administration given by the public authorities to the regions. This public authority is framed, among others, to promote overall government assistance and teach state life. (Apriyansyah et al., 2018). Currently, public administration is faced with changes in various social, state, and state life fields. Countries must be ready to react to public assumptions and difficulties around the world triggered by change and progress, especially in innovation and technology in all business activities and public services. (Rihardi et al., 2019).

People now living and working in the digital age are becoming more intelligent

and more educated, so people tend to "ask more" for public administration that they get or experience. (Rozi et al., 2017). Moreover, these days change occurs so rapidly that it is relentless that administrations that were once happy with what it is but now consider it outdated or obsolete. Some have started to get used to doing exercises in various fields by relying on innovation, such as gathering via zoom and increasing the number of platforms in their environment. Innovation has driven many things in helping transportation and life in business and personal affairs.

For example, Fauziah, (2017) how local transport users have witnessed and used the public services of the Gojek transportation service company, online selling businesses by Bukalapak, Tokopedia, and others that have changed many things in life not only in cities but also slowly attack them remote areas of the country. Responsiveness and adaptability are essential things that government associations must-have. Therefore, it is essential to audit public administration in this future so that individuals receive administration according to the assumptions of rural communities who also want to feel like in cities. Changes are accelerating considering the accessibility of mobile phones and information that can be accessed at moderate costs. (Ahmadi and Juliansa, 2019).

The number of web clients in Indonesia now tends to be higher. (Haryani, 2016). Based on an examination on the online media platform Hoot Suite and the We Are Social social promotion office called "Worldwide Digital Reports 2020," which was submitted towards the end of January 2020, it was revealed that the number of web clients in Indonesia had been contacted by 175.4 million people, while the total population of Indonesia was around 272.1 million people. (Puspamurti and Firmansyah, 2020). Furthermore, 64.5% of Indonesia's population is associated with the web. In contrast to 2019, the number of web clients in Indonesia increased by around 17%, or 25 million clients. The easier it is for individuals to get data, the effect on the mentality of individuals is to underestimate the services they get and feel from public services by the government. Therefore, it is not surprising that the issue of public assistance will easily become the central theme and will quickly affect the position of public authorities, such as the handling of the COVID-19 outbreak, which is currently being sought as well as weaknesses as expected by the public authorities. (Watrianthos et al., 2020; Putra et al., 2020; A. Aslan et al., 2020; SUDARMO et al., 2021; Manullang et al., 2021).

Many people as web clients must be utilized by providing data innovation-based administration to be faster, simpler, and cheaper while still prioritizing frankness and responsibility. (Mauludi, 2020). There are many different ways to improve public administration by combining progress with that of rural communities. The lives of individuals have significantly changed where they demand faster, cheaper, simpler, and easier benefits. Disconnected administration in the workplace is not entirely lonely and must be combined between online and manual administration. (Kurniati et al., 2018). The state must be closer to the local

area and ready to comfort and refresh the local area to be more inventive, imaginative, practical, and make a sincere commitment to the turn of public events. The progress of innovation consistently causes individuals to interact effectively, and it is believed that public administration can be accomplished using this mechanical turn of events. The point is to offer the type of assistance gradually/momentarily and educate the broader community in a computerized time. (Rokhman, 2019).

METHOD AND MATERIAL

Village government organizations of all shapes and sizes must have different challenges and conveniences to serve their communities well and modernly. All citizens want the quality of service they receive with the aim that each service is easy to practice, in particular, to help digital-based systems and service approaches be unified and integrated. This study uses a review method on fifty publications on digitizing the effectiveness of excellent public services, which are very important to become components of productive village services. We depend on how the two village models with these challenges and opportunities on the service of the village apparatus become the point of this study.

We collected global publications that discussed digital-based village administration on village admin services in various fields of village community services to work on this. We get information by googling with electronic systems in the Google Scholar app and other data sources. Furthermore, investigating information with a coding framework, in-depth evaluation, understanding, and high interpretation, and drawing a picture of the conclusions with the discovery of valid information and high rationality in getting the final goal of this study paper. We rely on up-to-date information, and we intentionally show papers from 2010 to 2021 so that our information is up to date. This study plotted it in a subjective concentrate and explained it by following it. (Hu et al., 2015).

RESULT AND DISCUSSION

On this page, we produce a detailed review of ten international publications to investigate how the role of digital trends among village officials is part of efforts to streamline public services, between opportunities and challenges. We explore it by systematically reviewing the paper.

The first paper is from Janenova and Kim, (2016) who develop public services in rural communities far from modern technology. For example, all villages in one resource in Kazakhstan. The service coordination strategy is an effort by the Kazakh government to improve the nature of public administration and reduce service bottlenecks with the help of data and information technology. Some public administrations are administered in a solitary structure instead of various government workplaces. The execution of administrative thought has been limited and required by the Kazakh organization's institutional system and winning

culture. The interim state legislature essentially needs to examine the advantages and disadvantages of the new approach. In general, this study finds that public services with the help of one-sided technology are complicated in the process but very profitable in results.

Maulana and Bafadhal, (2020) reviewed the plan for an E-Government-based information service access program in the village government. Their study looked at how much information licensing and public relations measures were in the electronic-based plan—organization by the village government in Jambi Province. The findings of their study found challenges in the form of a lack of careful management and the availability of adequate technological infrastructure. They also revealed how low the local community's perception about the framework and benefits of using digitalization technology, service work strategies, and improvement patterns if they face obstacles in intending to have alternatives to engage the public effectively. In essence, their study found obstacles in the form of challenges due to low absorption of human resources and hardware support.

Meanwhile, the findings of Lensun and Pandi, (2019) regarding the use of artificial intelligence in finding responses to public sentiment through E-Government services in Bulo Village were proof. This investigation plans to dissect the use of electronic government and the components that influence the development of day-to-day administration in village administrations. Information sorting is done through perception, top-down meetings, and reflection on documentation. The main components that affect the organization are the web, consistency, and assets. This investigation shows that the village government has not focused on e-government. This makes community workers less acceptable with services according to central government SOPs.

How digital devices in village have the opportunity or not was also studied by Becker et al., (2010). They see digital trends as opportunities for all. They also look at how the American public benefits from easy Internet access in US library services. For example, Americans can get free access to PCs and the Internet in public libraries developed from unique products to help centers. Individual citizens, citizens from all walks of life, have depended on this assistance consistently, such as to find work, find medical services, and read the latest news. In essence, web access today is very likely to be the administration of an open library that is most sought after by even remote communities. The study provides an extensive scope of study on how library advocates use this aid, why they use it, and what it means for their lives. The study combines payphone reviews, nearly 45,000 online reviews in public libraries.

Kusumastuti et al., (2020) examine the policy capacity of the authority on population management services in village government. This paper intends to break the boundaries of setting the village government approach in implementing population organization administration in the Indonesian village government. This finding reveals that strategic boundaries have a solid relationship with public

administration or population organizations in understanding the execution of village public services. Strategy boundaries require a level of device assets and capacities that incorporate people, associations. Furthermore, the framework and supported by the capabilities and skills of the village apparatus. Results can also be added to empower the boundaries of the ideal village government strategy. This is an opportunity for rural community public services.

Nusa and Jamaludin, (2020) study on the viability of the website-based licensing service system through electronic government in increasing service user satisfaction. The reason for conducting this study is to make the adequacy of one-stop, coordinated administration in expanding client compliance with the technology and informatics-based framework. The website is accessible affects administrative clients who can build compliance with the use of online data frameworks for village community administration services. As exploration shows, data frame-based aid measures with sites can be faster and more successful and increase workload adequacy.

Linders, (2012) examines e-government to we-government by defining a typology for resident coproduction in the online media. His paper looks at the development of village coproduction when media is web-based, intuitive web 2.0, and availability is pervasive. His paper initially spoke of the re-emergence of citizen coproduction – where residents play accomplices instead of clients in the delivery of administration in public services. It concludes with a conversation about the possible consequences for policy management and the emergence of other possible collective agreements involving the people, in general, to take an undeniably more active part in government work for village community services.

Yustanti et al., (2019) examine the importance of electronic village budgeting innovation in improving village community service projects. Electronic planning is an online development that can offer an exciting and direct type of help. The use of e-planning in the administration of regional funds is beneficial in realizing an excellent and clean government. The progress of e-village planning in the government in offering this type of assistance to rural communities is another development that enjoys the benefits of technology services even though it still has shortcomings and obstacles. So the findings of their study are on the need for technology-based services for the development of village apparatus electronically towards village administration towards improvement and following the development progress of the digital age.

Furthermore, the proof of the difficulty of procuring technology was carried out by Almarabeh and AbuAli, (2010). They see the overall infrastructure for e-government as meaning the difficulty of development, opening up, and achieving goals. This paper presents the overall structure for E-government through examined answers to 3 fundamental questions. This tends to the difficulties and gaps to develop effective E-government. It also talks about communication and information technology in the improvement of E-government projects and business

achievements in the village. Responses to this question are given in providing various definitions, developments for E-Govt. Next, overcome the difficulties, openness, and freedom that the E-govt project must achieve in government services in villages.

Our latest review is that of Djellal et al., (2013). They carried out twenty years of exploration of progress in administration, including village administration, which is the place for public administration of village communities. This study sees that the development of the public area is more neglected in the concentration of progress than the private area. This paper investigates the degree of incorporation of productive work on this subject into a more refined concentration of public service facilities. It examines four different hypothetical viewpoints used in administrative advancement research. This case was created to foster a more integrative perspective on progress in the public area. It argues that there is no strong case for examining the development of public assistance. As though it were something *sui generis*.

DISCUSSION

This section will discuss our research findings, which aim to identify trends in digital technology to strengthen public administration services in rural communities in Indonesia. We have reviewed many articles and literature, both opportunities and challenges. In general, our research has addressed this research problem by presenting the most recent findings that we highlight in the new literature between 2010 and 2021. (Parviainen et al., 2017). For papers that find digital trends for village government services valuable, we categorize opportunities and benefits for the continuity of productive and modern rural community service administration. (Klapper and Singer, 2017).

However, there are also publications that we have reviewed and obtained many field findings that face obstacles, both technological infrastructure, and operational human resources, which we categorize as challenges to improve the effectiveness of public services in the village. This should be a meaningful input on how in the future public policymaking and academics can contribute what they can to help the challenges of technology-based community services in the future so that rural community services are better and more equitable. Legner et al., (2017) in their study, how digitalization is: an opportunity and a challenge for the effectiveness of public services with the trend of information systems, and engineering of information systems in business and information in public services in marginalized communities.

Seeing the religiousness of the results of the study in the literature above and the earnest effort and desire to improve the efficiency of integrated village services with the help of technology, we think that further studies should be carried out to ensure how the challenges of digitalizing village administration can be minimized as low as Desiani et al., (2020) in his study of digitalization innovations

to promote village potential and government service products in website-based village communities. Likewise, the following study for villages that have made technology a solution for village administration services quickly and effectively so that studies continue to be carried out to increase village achievements and potential technology construction.

Because the village is the essential source of data and information for public service programs from the state, for example, efforts to improve village population data services, for this reason, further studies are necessary which are an efficient population collection effort, management of data entry in formats, processing of village data to the presentation of population information and data from and to the community must be carried out productively and responsibly. (Badri, 2016). The study can be carried out in several stages: surveys, interviews, basic implementation of technology, HR training, and evaluation of success. Future studies are carried out with the assistance of an ICT system analyst. In this activity, activities were also carried out to update the leading software programs for village administration services such as Microsoft Office, Microsoft PowerPoint, Microsoft Excel. (Ardhana, 2019). With this future study, it is hoped that the digitization of village community services will improve the efficiency of village information services as a routine work program that aims to change the management process and administrative services in villages, especially disadvantaged areas.

CONCLUSION

Efforts to find answers to our literature review questions with the main focus on finding ideas from previous studies on digitizing village apparatus administrative services have found answers. The first answer we categorize as an opportunity where our study found many villages that have successfully applied technology in village public services with all the convenience and readiness of village human resources. Meanwhile, we found that many villages still face serious obstacles or challenges in applying digitalism in village community services. The obstacle is that it is still rare and difficult to find digital devices to support village admins and the scarcity of human resources ready to fight for the success of village public services. Therefore, we have proposed the following study to strengthen services for villages that have been categorized as successful and the subsequent study for villages categorized as having challenges.

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