

Digital Readiness in The Digitalization of Public Service in Mekarsari Village, Selaawi Sub-District, Garut District

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ABSTRACT

This study examines the readiness of digital transformation in Mekarsari Village, Selaawi District, Bandung Regency. Although the village has started digitalizing services, there are still shortcomings in supporting infrastructure, human resource readiness, and funding availability. This study aims to further evaluate the readiness of service transformation and digitalization in Mekarsari village using the theory of digital readiness Musa (2010), which includes infrastructure, human resources, as well as government support and institutional management. The method used is qualitative by involving related actors in the digital transformation process. The results showed that: (1) there is a readiness of the availability of digitalization supporting infrastructure for services in Mekarsari Village. (2) human resources in Mekarsari Village are deployed as village bamboo craftsmen and self-taught in terms of digitization. (3) Analysis of government support in terms of funds and legal instruments is still lacking and only rely on funds and legal instruments provided by the central government.

The conclusion of this study shows that in terms of public services and publications in Mekarsari Village are in the stage of transforming into a digital system. In accordance with the concept of Musa (2010), Mekarsari village has been trying to develop digitization in the village in accordance with the concept of readiness in the digitization of the village, but the readiness of the readiness must be continuously improved in order to create the maximum digitization of the village.

A. INTRODUCTION

The implementation of digital systems in government management in Indonesia has started since the early 2000s to realise good governance. Information and communication technology is used for regional planning, productivity improvement, economic competitiveness, and future development. The Covid-19 pandemic accelerated digitalisation as restrictions on public activities encouraged the use of online services. Programmes such as e-budgeting, e-musrenbang, e-planning, and smart city applications show the digital transformation in Indonesia, despite barriers such as lack of human resources, policy issues, IT infrastructure, system integration, and privacy security.

One of the challenges and barriers is government management at the village level. With the existence of regional autonomy, the digital transformation process cannot be managed centrally.

Regional autonomy makes regional management the authority of each region. Technology-based public services are spreading to regional areas in Indonesia. Currently, digitalisation is being intensified by the government because it is one of the breakthroughs to advance a region in Indonesia. In addition to advancing a region, digitalisation also teaches a region to take advantage of technological developments from communication to information with a concept that is arranged in such a way for the community. The utilisation of technological developments is also intended for the benefit of the community in terms of effective and efficient resource management. Law No. 6/2014 on Villages, this law provides great opportunities for villages to manage their own governance and the implementation of development to improve the welfare and quality of life of village communities (village autonomy).

One of the regions that has used digitalisation in governance and also commercially is the garut district. Garut Regency is one of the regions in West Java. One of the sub-districts in Garut Regency that has potential natural resources that can be utilised for its people is Selaawi Sub-district. Selaawi District is one of the sub-districts in Garut Regency, West Java, Indonesia. Selaawi has 7 villages and a land area of 3407 Ha with the majority of the population working in agriculture/plantations, home industries in the field of crafts and trade. Selaawi sub-district has a total population of 36,216 people. Selaawi sub-district consists of 7 villages, namely Cigawir, Cirapuhan, Mekarsari, Pelitaasih, Putrajawa, Samida, Selaawi.

Of the 7 villages, there is a village that has implemented digitalisation for its village, the village is Mekarsari village. Mekarsari Village has an area of \pm 302.209 ha with 3 hamlets, 9 neighbourhood associations and 27 neighbourhood associations. the population density in Mekarsari Village in 2021 is 6,410 people with 3341 men and 3069 women (RPJMDes Desa Mekarsari 2022-2027). Mekarsari Village, Selaawi Sub-district, is a village that has human resources who are competent in the arts. Examples of the art they make are making birdcages, making bamboo crafts and others that they can optimise from bamboo. Mekarsari Village is also a village that is famous for producing the best bamboo handicrafts in West Java. One of the income of Mekarsari Village is from bamboo crafts made by the village community itself. In optimising digitalisation in the village, the Mekarsari village government has created a website with the aim of selling the uniqueness of the village, the website can be accessed via <https://desamekarsari.com/>.

Figure 1 Mekarsari Village Website



In addition, the Mekarsari Village government also has social media that is filled with activities carried out in Mekarsari Village itself. The Mekarsari village government has created social media using Instagram, YouTube and Facebook applications.

Over time, Mekarsari Village also has obstacles related to digitalisation in the village. Some of the obstacles found in Mekarsari Village in carrying out digital transformation include:

1. Inadequate infrastructure & internet facilities
2. Low human resources & low education level
3. The lack of village legal products

However, the Mekarsari Village government continues to make efforts in digitising the village. These efforts are as stated in the Village Medium Term Development Plan (RPJMDES) 2022 - 2027 of Mekarsari Village:

1. Capacity Building of Village Apparatus, Village Head, and BPD
2. Procurement of village office, kadus, and RW equipment facilities
3. Improving the quality of public services based on the application of technology and information
4. Procurement of socialisation, periodic population data collection, and RAB development related to digitalisation

The problems mentioned in the previous paragraphs, such as the lack of village infrastructure, low human resources, and the absence of a clear legal framework related to digitalisation, will affect the course of digital transformation activities. Therefore, to anticipate this, a targeted digital readiness indicator is needed. Related to this research, the author has conducted a search for previous research to find out what has been researched related to the topic that the author raises, namely regarding digital transformation and digital readiness. The author does this so that there is a novelty of research so as not to bump into previous research.

There are also several studies related to digital transformation that lead to digital readiness. The first study entitled "Readiness of the Village Government in Implementing Smart Village in Lampung Province in 2021" was conducted by Bambang Kurniawan in 2022. The author uses Indrajit's Theory of Successful Elements of E-Government Implementation Readiness where there are 3 important points, namely the support element, capacity element and value element with a summary of the results that the concept of e-government which is packaged into a Smart Village programme provides public services that are good governance. In addition, the important thing that must exist in digitalisation readiness is the readiness of the village government. The difference with this research is that it conducts research that focuses on service transformation in the village.

In addition, there is a study entitled "e-Readiness of the Implementation of the Online Single Submission System in Business Licensing Services in Pinrang Regency" compiled by Wulandari Trisetia Windy in 2022. This research uses the theory of readiness indicators (e-Readiness) according to Musa, (2010) with quantitative research methods. The difference between previous research and research to be conducted is in terms of locus, where previous research examined Pinrang Regency and research to be conducted will be conducted in Garut Regency, especially in Mekarsari Village, Selaawi District.

Then there is also a study entitled "Optimisation of Online-Based Community Services at the Linggar Village Office" written by Mega Ristu Darniaty in 2023. This research uses descriptive qualitative methods with optimisation theory in online-based services according to Machfud. Where this theory looks at online services from 5 aspects, including service procedures, completion time, service costs, service products, and facilities and infrastructure. The difference between previous research and this research is in terms of the research locus and also the problems faced, where previous research wrote an indication of the problem that website operation was not optimal and the locus was in Linggar Village.

From the previous research studies that the author has encountered, the author sees that this research focuses on readiness in terms of services in order to achieve digitalisation in organisations or government. The author interprets that e-Readiness is a digital readiness (e-Readiness) which is a basic concept in preparing something in using electronic equipment in a community or organisation or even a country.

Based on the research background previously described, the author will conduct research as outlined in the final project entitled: **"Digital Readiness in the Digitalisation of Public Services in Mekarsari Village, Selaawi District, Garut Regency"**.

The purpose of this research is to describe the process to the readiness of village services in Mekarsari Village which has run optimally or not optimally the readiness of the community for digitalisation that occurs in Mekarsari Village.

B. METHOD

This research uses a descriptive qualitative approach. According to Creswell, it is qualitative research that uses methods to explore and understand the meaning that a number of individuals or groups of people ascribe to social or humanitarian problems (Creswell J. W., 2014). the research design

used is a case study design where this research will analyse e-readiness in service transformation in Mekarsari Village, Selaawi District, Garut Regency.

Determination of informants in this research uses purposive sampling, where the process of determining informants will be based on certain criteria. The informants in this research are 10 people consisting of the Sub-District Head of Selaawi Sub-District, the Village Head of Mekarsari Village, the Village Secretary, the Village Clerk, the Village Government Section Head, the Village Service Section Head of the Sub-District Government Section and three hamlet heads of Mekarsari Village.

Data was collected based on several techniques proposed by Creswell, including interviews, observations and documents. the interview technique carried out by the author is the In Depth Interview technique which can be said to be a semi-structured interview and in its implementation is freer than structured interviews. in addition, researchers also make observations or collect data related to the object of research by not being directly involved or passive participation observation. and finally researchers collect data and research documents from agencies or previous studies.

C. RESEARCH FINDING AND DISCUSSION

Mekarsari Village, Selaawi District, Garut Regency is the youngest village in Selaawi District, Garut Regency. Mekarsari Village was established in December 1983 as an expansion of Selaawi Village. The village name "Mekarsari" comes from the Village Name "MEKARSARI" which is a name taken from two words namely "Mekar" and "Sari". The village name was agreed upon in a village meeting. The name "Mekarsari" contains the meaning and purpose of developing customs, describing the character of a religious society that can be used as the basis for governance and the direction of future development.

1. Availability of Infrastruktur

The infrastructure factor is a requirement to support services to the public, especially using digital. Technological infrastructure factors greatly affect e-readiness because the availability of infrastructure, internet speed and internet coverage is very supportive for the successful implementation of village service transformation. . In accordance with Article 86 paragraphs 1-6 of Law Number 6 of 2014 concerning villages, which provides a mandate for villages in the archipelago to be able to apply information technology in village development.

Ensuring the availability of infrastructure is not just about building physical infrastructure, but also creating a solid foundation for the progress of villages in this digital era. Facilities such as computers, mobile phones, printers, monitors and so on are important foundations in pioneering digitalisation at the village level. There are several computers and similar devices used by Mekarsari Village officials. The following is an asset chart of the availability of devices in Mekarsari Village.

Table 1 Types of Assets in the Village of Mekarsari

No	Asset Type	Quantity
1.	Monitor	3
2.	CPU	4
3.	Stabilizer & Tripod	2
4.	Projector Screen	3
5.	Camera	2
6.	Laptops	10
7.	Handphone	2
8.	Printers	3
9.	Keyboard	4
10.	Mouse	2
11.	Internet/Wifi	1

The author found a similar perspective with Mekarsari Village data that the amount of supporting infrastructure for digitalisation in Mekarsari Village is available and qualified to provide services to the community. However, the number of supporting facilities and infrastructure is still lacking and this will affect the quality of village services to the community. This is something that must be considered by village officials in carrying out digital-based community services.

Next, the discussion on internet coverage in Mekarsari Village, the provision of internet networks has been successfully available in Mekarsari Village. However, due to obstacles, the provision of the internet network was stopped. The provision of the internet network in Mekarsari Village must still be held, through a third party or through the village budget itself in order to improve digital village services.

2. Human Resource Readiness

In the midst of the digital transformation, villages are also involved in the journey towards technology utilisation. However, more than just technology adoption, the readiness of human resources (HR) in the village is a major determining factor in determining the success and positive impact of digitalisation because it is the human resources who will carry out activities or prepare for the digital transformation.

In carrying out digitalisation in Mekarsari Village, the Mekarsari Village Head will first ensure the readiness of employees in operating things related to digital. Based on the results of interviews with the Mekarsari Village Secretary, he stated that the activities on social media in Mekarsari Village are handled by him and also the administrative and general heads who are still learning to operate social media and also the web by themselves. Although village officials are required to use electronic devices in carrying out their work, they are still self-taught and there are no special qualifications to serve as village officials in Mekarsari Village. The basic ability to operate electronic devices is also only modelled on learning and teaching each other between local officials.

Table 2 Name of The Mekarsari Village Apparatus

No	Name	Position	Qualification	Number and Date of Appointment Decision
1.	AJIE NUGRAHA, STT	Head of Village	Bachelor Degree	141.1/KEP.850-DPMD/2021
2.	HARIS NURKRESNA	Secretary of Village	SLTA	141.1/KEP.15/VIII/2021
3.	WILDAN ALISSANDI	Head of Financial	SLTA	141.1/KEP.15/VIII/2021
4.	SOLEH	Head of Planning	SLTA	141.1/KEP.15/VIII/2021
5.	RUSDIMAN, S.PD	Administration & GA	Bachelor Degree	141.1/KEP.15/VIII/2021
6.	AJAT SUDRAJAT	Head of Government	SLTA	141.1/KEP.15/VIII/2021
7.	AHMAD JAELANI	Head of Prosperity	SLTA	141.1/KEP.15/VIII/2021
8.	AISYAH, PD	Head of Service	Bachelor Degree	141.1/KEP.15/VIII/2021
9.	NUR ALI HIDAYAT	Head of Regional 1	Bachelor Degree	141.1/KEP.15/VIII/2021
10.	HENGKI JAMALUDIN	Head of Regional 2	SLTA	141.1/KEP.15/VIII/2021
11.	IJAENAL AMSOR	Head of Regional 3	SLTA	141.1/KEP.15/VIII/2021

There are still some village officials whose education is equivalent to SLTA (Sekolah Lanjutan Tingkat Atas). The lack of qualifications of Mekarsari Village officials will affect the readiness of the government in serving the community at the village level. The existence of training for village officials is one of the readiness of the village government in running the village government electronically or digitally. However, there are still many local officials who do not fully understand technology. Such as at the Neighbourhood Association (RT) and Community Association (RW) levels. In performing their

duties as village officials, village officials who are not proficient in operating electronic tools, usually ask for help from other colleagues.

Based on the triangulation of techniques that have been carried out by the author, from several informants and also existing data sources in their readiness to use technology when conducting public services or reporting to the district/village, it is the obligation of village officials to be able to understand online-based service systems. Indirectly, village officials must also learn by themselves to understand the online applications provided by the district/city. Although there are still many offline-based community service systems, village officials must still have basic skills in operating computers or other electronic devices in providing electronic-based community services. Furthermore, community mapping is carried out based on the workforce where from the 2021 calculations there are 3,379 people who have entered the workforce with details of 1,273 people who have not found a job and 2,106 people who have found a job. The number of the labour force who have worked based on their livelihoods will be detailed as follows,

Table 3 Labor Force Data Based On Their Livelihoods

No	Work Type	Total Workforce
1.	Farmers	223 People
2.	Farm Labor	264 People
3.	Civil Servants	13 People
4.	Bamboo Woven Craftsman	1.342 People
5.	Merchant	103 People
6.	Factory Labor	60 People
7.	Carpentry and Service	68 People
8.	Honorary Staff	33 People
	Total	2.106 People

In addition to human resources who are members of the village apparatus, the Mekarsari Village community has also tried to use online platforms to increase the income of funds for themselves and for the village. This is in accordance with the statement of the Village Head, who stated that people who work as bamboo weaving craftsmen and traders have tried to market their wares through online or e-commerce platforms such as shopee and tokopedia with the aim of expanding and reaching more consumers.

The quality of community resources is one of the important things in rural dynamics, because the community will be the main factor in the development of the village itself. The characteristics of Mekarsari Village, which has natural resources of bamboo, make many people of Mekarsari Village work as Bamboo Weaving Craftsmen. People who work as bamboo weaving craftsmen have also participated in digitalising the village in the form of marketing their products to the general public outside Mekarsari Village online.

3. Government support and institutional management

Supporting villages in implementing digitalisation requires the full support of the government, an aspect that has a significant impact. The government plays a central role in formulating policies, allocating funding to villages, and providing strategic direction to ensure villages are able to adopt technology optimally.

One of the crucial elements in ensuring the success of village digitalisation is the availability of adequate funds and budget. In the implementation of services carried out by the village, Mekarsari Village obtains sources of income from several allocations, including

1. Village original income (PADes)
2. Indonesian state budget (APBN)

3. Tax revenue sharing with local retribution
4. Village Fund Allocation (ADD)
5. Financial assistance from the government

The description of Mekarsari Village revenue from the 2022 Village Budget, as below

Table 4 Village Income and Expenditure Budget in 2022

No	Income	Budget
1.	Village fund income	Rp1.132.930.000,00
2.	Revenue sharing taxes and levies	Rp48.751.160,00
3.	Village fund allocation	Rp437.206.470,00
4.	Provincial financial aid	Rp130.000.000,00
5.	City District financial aid	Rp0
6.	Other income	Rp1.487.500,00
	Total	Rp1.750.375.130,00

The sources of revenue obtained must be allocated based on the Minister of Finance Regulation (PMK) in accordance with the Regulation of the Minister of Finance of the Republic of Indonesia Number 98 of 2023 concerning Amendments to the Regulation of the Minister of Finance Number 201 / PMK.07 / 2022 concerning Village Fund Management, the local government is asked to budget part of the village funds to carry out priority activities. The percentage of village funds that are prioritised include,

1. 10% - 25% of the village fund budget is earmarked for economic recovery programmes in the form of social protection and poverty alleviation.
2. A maximum of 3% of the village fund budget is earmarked for village government operational funds.
3. A minimum of 20% of the village fund budget is earmarked as a budget for the construction of village food barns
4. A minimum of 0.1% of the village fund budget is given as support for village priority sector programmes in the form of BUMD capital assistance, health programmes, village tourism and so on.

Furthermore, the digitalization readiness of Mekarsari village can be seen from the Mekarsari Village RPJMDes in 2022 - 2027 which budgeted for the provision of village government infrastructure for the next 6 years. This budgeting source is divided into 3 sources including APBD, provincial assistance, and 3rd party. The RPJMDes budget for 2022 - 2027 is budgeted as follows

From the table below it can be seen that Mekarsari village has budgeted with the aim of building a village. The development of Mekarsari village can be seen from the digitalization of the village that is being prepared and following the Times. Based on the triangulation of sources that the author has done from several informants and the data that the author obtained, that in the digital transformation in government services in Mekarsari Village, the budget and income of the village fund are in dire need. In addition, in its application, Mekarsari village has tried to meet the infrastructure needed by the local government to provide optimal services to the village community.

Table 5 Digitalization budgeting in RPJMDes 2022-2027

No	Field / Type of Activity		Estimated Costs and Sources of Financing	
	Field	Name of Activity Program	Total	Financial Resources
1.	Implementation of fixed income	Provision of village government operations (ATK,	Rp137.400.000,00	APBD / APBN / Banprov/3rd party

	allowance expenditure and village government operations	PPKD, office supplies, electricity, telephone, Wifi, Internet)		
2.	Provision Of Village Government Infrastructure	Provision of infrastructure (fixed assets) village government (computer facilities, laptops, printers, etc.)	Rp1.000.000.000,00	APBD / APBN / Banprov/3rd party
3.		Development / rehabilitation / improvement of village office infrastructure building	Rp320.000.000,00	APBD / APBN / Banprov/3rd party
4.	Population Administration, civil registration, statistics, and Archives	General Administration Services and population (cover letter / Service ID card, KK etc.)	Rp870.000.000,00	APBD / APBN / Banprov/3rd party
5.		Management of village administration and archives. pengyuluuhan and public awareness of population and civil registration	Rp60.000.000,00	APBD / APBN / Banprov/3rd party
TOTAL			Rp2.447.400.000,00	

In addition to the availability of funds and budgets, government support can be from the available legal tools about a focus. The success of digital transformation in the village depends not only on technical factors, but is also strongly linked to the clarity and fairness provided by the legal framework that governs it. In Mekarsari village itself related to policy and legal framework is not yet available, Mekarsari Village is still using the laws and policies in force at the Garut Regency level. In accordance with information from informant number 2, The Head of Mekarsari village who said that, Mekarsari village itself still does not have a policy or law that specifically deals with digitization in Mekarsari Village. But West Java province has included digitization of public services in regional development priorities and the direction of the West Java provincial RKPD Program in 2023 in Garut Regent Regulation Number 36 of 2022 concerning the 2023 Regional Government Work Plan which states that one of the government's priorities is in terms of public service innovation and regional structuring. This priority is implemented in several programs, including

1. Digitalization of Public Services (Administration to business licensing procedures);
2. Improvement of digital media facilities and infrastructure;
3. Digitalization training for related personnel.

D. CONCLUSION AND RECOMMENDATION

Conclusion

Based on the research results as well as the discussion that the author has done, it can be seen that digital readiness in digital transformation in the service environment of Mekarsari village has been carried out in accordance with the analysis using e-readiness theory according to Musa which has 3

dimensions including infrastructure availability, human resource availability and government management availability.

In the process, the readiness of village digitalization is conceptualized and implemented by the village government itself and the village community. As for some parties that must be involved, for example the Regency/city government which has a position above the village government itself. Furthermore, digital readiness in Mekarsari Village, Selaawi District, Garut Regency has been carried out as much as possible by Mekarsari village officials. Starting from the availability of infrastructure that is added in terms of digitalization supporting assets, socialization of regional devices related to digitalization to financial support from the central government related to digitalization. Mekarsari village has been trying to develop digitization in the village in accordance with the concept of readiness in digitizing the village, but the readiness of the readiness must be continuously improved for the sake of creating maximum digitization of the village.

Recommendation

Based on the findings during the study, the authors follow up on the problems and also constraints on digital readiness in the digitization of villages that have been described in the previous chapter, the researcher gives the following suggestions:

1. Musa theory is one of the theories to measure digitization readiness, while some of its values are decisive indicators. Preferably more interviewees who can be interviewed, especially the villagers who live there. In addition, researchers should further develop the scope of existing research.
2. The need for additional digitalization readiness factors in Mekarsari village such as, the addition of asset availability, the existence of village websites or applications, training and workshops for village officials, as well as the addition of a legal framework to support the implementation of digitization in Mekarsari Village.

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