Digital Service: Local Government Policies in Handling Covid-19

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Abstract

The pandemic has caused a slew of disruptions in government services to the population. To ensure that the community retains its rights in terms of services, modifications to public services are required. The government has established a policy that places a premium on digitally-enabled public services. The research method utilized is a literature review, which entails the identification of theoretical references that are pertinent to the cases or problems discovered. The research in this literature review focuses on local government policies for dealing with Covid-19, particularly digital services. The government has taken urgent action to curb the development of Covid-19 in Indonesia by optimizing public services through digitalization or digital transformation. Electronic-Based Public Services (e-Services), a National Public Service Information System, and a National Public Service Complaint Management System on the SP4N-LAPOR platform represent the transformation of public services through the use of contemporary technology! Additionally, the government promotes the development of telemedicine as a health solution by leveraging technology in the event of a pandemic, which serves as a catalyst for digital transformation. The Covid-19 Task Force announces the launch of a digital application for the united system's anti-Covid-19 defenses.

I. Introduction

Coronavirus, also known as Covid-19, is a virus that can cause respiratory tract infections and is not a minor epidemic. By 2020, the development of this viral transmission will be fairly substantial, as it has spread over the world, affecting all countries, including Indonesia. Anticipating and reducing the number of corona virus cases in Indonesia has been accomplished across the country, particularly through the implementation of social restriction rules and the restriction of activities outside the home (Ristyawati, 2020). (Yunus & Rezki, 2020). The purpose of social limitations is to abstain from direct social interactions with other people, whereas lockdown means that an area will be separated and all activity in that area would cease completely. The main reason Indonesia likes to impose social limitations is that many Indonesians rely on daily salaries, making them vulnerable to going hungry if the lockdown is implemented (Kurniasih, 2020). This has evolved into a government policy, of course, based on exhaustive analysis. Making policies is not simple, even more so in the midst of a pandemic. These rules were implemented because the Indonesian government recognizes that the Covid-19 outbreak is a national-scale calamity

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that requires extraordinary measures to be resolved (Agustino, 2020). Certainly, the government considers a variety of criteria in addition to the health and safety of the broader population.

The Covid-19 pandemic caused everyone to behave beyond normal limits as usual. One of the behaviors that can change is deciding the decision to choose a college. The problem that occurs in private universities during covid 19 is the decrease in the number of prospective students who come to campus to get information or register directly to choose the department they want. (Sihombing, E and Nasib, 2020)

The world health agency (WHO) has also announced that the corona virus, also called COVID-19, is a global threat worldwide. The outbreak of this virus has an impact especially on the economy of a nation and globally. These unforeseen circumstances automatically revised a scenario that was arranged in predicting an increase in the global economy. (Ningrum, P. et al. 2020)

A public service is a collection of actions carried out in the framework of meeting the service needs of every citizen and resident of commodities, services, or administrative services in compliance with statutory restrictions, as described in Law No. 25 of 2009 on Public Services. The issues confronting public services today are becoming more difficult and complex, compounded by the Covid-19 pandemic. There must be ground-breaking and innovative policies in place to address issues while remaining committed to providing the greatest possible public services to the community. Decisions and policies, particularly those relating to digitalization, must have a clear, resounding, and direct impact on the production of human welfare.

II. Research Method

The type of research used is a literature study, which is looking for theoretical references that are relevant to the cases or problems found. In this literature study, research focuses on local government policies in handling Covid-19, especially digital services.

III. Result and Discussion

The pandemic has caused a slew of disruptions in government services to the population. To ensure that the community retains its rights in terms of services, modifications to public services are required. The government has established a policy that places a premium on digitally-enabled public services. Public policy is a policy that regulates shared life or public life, not the lives of individuals or groups (Sirajuddin, 2014). Public policy according to Thomas R. Dye in Understanding Public Policy (1987) is defined as whatever the government chooses to do or not to do which is also interpreted as a series of actions that are determined, implemented, or not implemented by the government aimed at the benefit of the community (Sugara & Ulfa, 2021). Digitization of service delivery still needs to be improved and made a priority. This digital service is part of the e-government concept with a digital reform program carried out by accelerating the use of information technology support, especially the internet, intensively and massively. In this technology strategy, the government has prepared various supporting infrastructure facilities for the implementation of government electronic policies (Wanto, 2018).

The advancement of technology and information has had an impact on every aspect of human life, including government. The phrase electronic government has developed as a new trend in the twenty-first century as a result of the incorporation of information technology into government processes (et al., 2020). The term "e-government" refers to the

government's theoretical endeavor to improve performance and develop relationships with the public or commercial sector. The advancement of information and communication technology has facilitated the creation of solutions for enhancing the performance of public services that are more centered on good governance (Nugraha, 2018). This is consistent with good governance principles and aims to promote a more effective, efficient, responsive, transparent, and accountable institution. In the event of a pandemic, digital services can help optimize public services. The epidemic can serve as a catalyst and motivator for the bureaucracy to improve its service delivery to the community. Technological advancements and public awareness of public services are expanding. Nowadays, people place a higher premium on the services they receive and constantly monitor, correct, and stimulate the pace of government.

Because the covid 19 virus has spread to all levels of society, from youth to the elderly, the government is still obligated to exert maximum effort to safeguard its citizens from the covid 19 epidemic through various measures implemented (Harirah & Rizaldi, 2020). Additionally, in elucidating the current situation in Indonesia, it is necessary to consider the dynamics that emerged following the government's adoption of a variety of policies to combat the development of the Covid-19 outbreak (Pratama & Mar, 2021). The government optimizes public services by transitioning from traditional to digitalization or digital transformation. The purpose of digital transformation is to integrate all service sectors in order to produce added value for the community as service users. As digital is incorporated and work gets more sophisticated and multi-model, work will become more complex. As a result, strong communication and a paradigm shift are required. Digital transformation encompasses more than simply moving services online; it also encompasses how to link all service areas in order to affect business operations and generate value for service consumers. Electronic-Based Public Services (e-Services), the National Public Service Information System, and the National Public Service Complaint Management System on the SP4N-LAPOR platform represent the transformation of public services through the use of contemporary technology! Additionally, the government promotes the development of telemedicine as a health solution by leveraging technology in the event of a pandemic, which serves as a catalyst for digital transformation. The Covid-19 Task Force has released a digital application for the system United against Covid-19.

The government has taken strong actions to curb Covid-19's proliferation in Indonesia, one of which is information technology. For instance, the government implements policies that make it easier for the community to obtain relief and manage their land at the Regency/City Land Office, with land registration services conducted wholly online and land products sent directly to the Land Office. All sectors must have a strategy for providing community facilities and infrastructure in order to maintain high-quality public services.

This century requires strategic, solution-oriented, digital, and transformational leaders, i.e. individuals capable of driving common goals and values, pro-innovation leaders who are responsive to user needs, and leaders who are highly digital (Darmalaksana et al., 2020). In this situation, dynamic capability development is motivated by the digital leader's job. Meanwhile, transformational leadership is viewed as a critical predictor of implementation success. Empathy is thought to be the most important characteristic of a digital leader, followed by attributes describing leaders as innovative, open, and progressive. Not opinion leaders, but solution leaders are required in the twenty-first century. All of the characteristics of twenty-first-century leadership pose a problem in terms of growing the concept of digital leaders in higher education (Darmalaksana et al, 2020).

Innovation in technology-enabled government activities, or e-government, is the government's use of information technology to deliver services to its citizens, conduct commerce, and handle other government-related matters. This breakthrough in digital transformation is implemented via an electronic-based government system (SPBE) and a single Indonesian data repository (SDI). Thus, the positioning and positioning of an innovation are critical in the public sector in order to increase the quality of public services provided to the community (Eprilianto et al., 2020). Electronic-based service items, such as online-based agency services such as E-kelurahan, BPJSTKU Mobile, and Mobile JKN. Additionally, the Directorate General of Taxes modernizes tax administration in order to improve service, taxpayer compliance, the integrity of the tax apparatus, and public trust, including by reforming the digital-based service system, specifically electronic Registration, e-invoicing, e-billing, e-SPT, and e-filling (Alpha Hernando & Wahyudin, 2020).

The Digital Local Government system is inextricably linked to government openness, which is one of the qualities of Good Governance, the United Nations Development Program's idea (Wibawa, 2020). The government must be sensitive to citizens' aspirations and worldwide difficulties brought about by changes and advancements, particularly in the sphere of technology. The world has shifted in terms of how activities are carried out thanks to the advancement of digital technology. People are becoming more intelligent and well-informed, and as a result, they "expect more" from public services. Additionally, developments occur at such a rapid pace and with such vehemence nowadays that services that were once lauded may now be regarded outmoded or antiquated. The state must be more accessible to the community and capable of providing comfort and stimulating the community to be more imaginative, creative, productive, and capable of contributing meaningfully to national progress. Collaboration, commitment, and creativity are necessary components of public service delivery, and the current environment serves as a catalyst for innovation toward digital services and the future of digital government.

Traditional government, synonymous with paper-based administration, is in the process of being phased out. The shift of traditional governance to electronic government is a matter of public policy (Holle, 2011). At least four steps must be taken to provide public services in the digital era, the first of which is to re-identify business processes that are critical to the government's primary objectives, ensuring that digitalization is followed by modifications to business processes. Second, community services are requested in real time/instantly and communicated to the public (clarity and certainty of service). We can understand how, in a pandemic situation, people demand real-time updates on how the situation is progressing. The government, both national and regional, is researching new ways to offer the people with the most up-to-date information and services in order to manage the pandemic's effects. Thirdly, developing digital gadgets that enable employee mobility in order to streamline all activities and collaboration amongst personnel engaged in operations and offering community services. The epidemic has necessitated the development of new work patterns in which employees work from home or work from home (Mustajab et al., 2020). Current advances need that work and services be performed more flexibly and from any location (Setiawan & Fitrianto, 2021). Fourth, adapting corporate procedures to the digital era's shifts in behavior and community demands. Future issues in public services are becoming increasingly intriguing as people's lives have changed dramatically, necessitating services that are faster, easier, less expensive, and more transparent.

IV. Conclusion

The government has taken strong actions to curb Covid-19's proliferation in Indonesia, one of which is information technology. Digital transformation encompasses more than simply moving services online; it also encompasses how to link all service areas in order to affect business operations and generate value for service consumers. Electronic-Based Public Services (e-Services), the National Public Service Information System, and the National Public Service Complaint Management System on the SP4N-LAPOR platform represent the transformation of public services through the use of contemporary technology! Additionally, the government promotes the development of telemedicine as a health solution by leveraging technology in the event of a pandemic, which serves as a catalyst for digital transformation. The Covid-19 Task Force has released a digital application for the system United against Covid-19.

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