

Implementation of E-Monalisa and the Authority of the People's Welfare Section in Grants Distribution of Denpasar City

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Abstract

On The Job Training Report examines the authority of the People's Welfare Section regarding the distribution of grants in Denpasar City and the obstacles faced in the effectiveness of E-Monalisa to support grants in the Welfare section of the Denpasar City Secretariat. This study is motivated by the phenomenon of the rapid development of Information and Telecommunications Technology (ICT) which is used to improve the quality of public services. E-Monalisa is an online-based innovation implemented to make it easier for the public to access grant funds. The results of observational studies, documentation and interviews gave the authority of the People's Welfare Section regarding grants in Denpasar City to grant grants related to religious ceremonies such as aci upakara, work memungkah, ngenteg linggih, wastra, tedung pelinggih, and others. This authority is in accordance with the Denpasar Mayor Regulation. Number 21 of 2021 concerning Procedures for Budgeting, Implementation, and Administration, Reporting and Accountability and Monitoring of Grants and Social Assistance. Constraints in the effectiveness of E-Monalisa to support the distribution of grants in the Welfare section of the Denpasar City Secretariat pay attention to the unequal knowledge of the community about the application of e-Monalisa.

Keywords

Grants; innovation; technology; transparency



I. Introduction

The era of the industrial revolution 4.0 and the era of Society 5.0, pose new challenges for the world of work and industry in Indonesia (Potočan et al., 2021). This era is marked by the rapid growth and development of internet usage (Wahyuningtyas et al., 2022; Csiszer, 2022; Akkaya & Ahmed, 2022). Indonesia is one of the countries with the largest population of internet users in the world. According to the, We Are Social report, there were 204.7 million internet users in the country as of January 2022. That number slightly increased by 1.03% compared to the previous year. In January 2021, the number of internet users in Indonesia was recorded at 202.6 million. The number of internet users in Indonesia has continued to increase in the last five years. When compared to 2018, currently the number of national internet users has jumped by 54.25% (Databoks 2022). Development is a systematic and continuous effort made to realize something that is aspired. Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired. In addition, development is also very dependent on the availability of natural resource wealth. The availability of natural resources is one of the keys to economic growth in an area. (Shah, M. et al. 2020).

The rapid development of digitalization has an impact on various sectors, one of which is the challenge of developing human resources (Khaleghimoghaddam & Bala, 2018). Currently, the industry requires a superior and qualified workforce (Varshney, 2020). The challenges of the world of work are increasing and getting tougher amid the Covid-19 pandemic (Zavyalova et al., 2022). The Covid-19 pandemic has become a global pandemic that has hit the world for almost 3 years since it was first discovered in 2019 in the city of Wuhan, China. Although this year the number of Covid-19 has experienced a very significant decline in line with the number of Covid-19 vaccinations which are also increasingly being promoted, the Covid-19 pandemic is not over yet. Until now we are still faced with a pandemic situation and a new normal life order (Amankwah-amoah et al., 2021). Based on data from daily Covid-19 media reports accessed through the information media (Instagram) of the Bali Provincial Government, the number of Covid-19 cases in Bali has again experienced a fluctuating increase. Starting from June 5, 2022, 73 positive cases of Covid-19 were found which from day to day is increasing and fluctuated until data on July 7, 2022, showed the addition of 65 active cases with all regencies/cities in Bali with the status of the Orange Zone. This condition implies that the pandemic has not ended (became endemic) therefore new patterns of habits, especially related to changes in work patterns that become more flexible so Flexible Working Arrangement (FWA) is created as a necessity.

The Covid-19 pandemic and the increasingly rapid progress of digitalization have had an increasingly significant impact on the role of HR in improving organizational performance (Karas & Brezovska, 2020; Pambudy & Sopiah, 2021; Adnyana et al., 2021; Yusefi et al., 2022; Demyen, 2022). The existence of a qualified workforce or Human Resources (HR) plays an important role in realizing national development (Bennett & Mcwhorter, 2021). The Provincial Government of Bali is one of the local governments that focuses on improving the quality of human resources to support organizational performance improvement.

The principle of regional autonomy has given authority to regions to manage regional resources and potential for the welfare and prosperity of the community (Raza et al., 2018). The presence of regional autonomy is the embodiment of political decisions aimed at giving authority to regions in the context of improving the quality of public services and welfare at the regional level (Hamid, 2011)

Welfare is one indicator of the success of the government. Therefore, various efforts have been made by the local government to improve the welfare of the community, one of which is by optimizing the management of grant funds for the welfare of the community (Wiggan, 2017; Prabowo et al., 2021; Larasati et al., 2022).

Grant funds sourced from the Regional Basic Expenditure Budget can be provided by the Provincial Government and Regency/City Government if the fulfillment of mandatory and optional affairs has been fulfilled. Grants must support the achievement of the objectives of local government plans and activities by taking into account the principles of justice, propriety, fairness, and the principles of benefit to the community (Kuntari et al., 2019; Mutiarin, 2017; Wiratma & Gorda, 2020; Suryana et al., 2019; Thamun, 2018; Putri et al., 2020).

The Provincial Government of Bali, in this case, the Denpasar City Government, is one of the local governments that are concerned about the innovation of Information Technology (IT)-based public services in improving the performance and quality of public services. Various IT-based public service innovations have been launched by the Denpasar

City Government, one of which is the use of Information Technology (IT) in the process of submitting and disbursing grant funds known as the E-Monalisa application.

E-Monalisa or better known as the online social assistance grant service is an application that displays online the process of budgeting, implementation, administration of grant funds, and social assistance to the community. E-Monalisa is implemented to ensure transparency and accountability of grant funds so that they can really be reached by all levels of society and are used effectively and efficiently. The city community can find out the organizations and heads of organizations that receive grants and social assistance, the number of funds received the allocation of grants and social assistance funds, account numbers of grantees and social assistance recipients, and the date the money/funds were received and the form of activity. The idea of facilitating transparency in the distribution of social assistance funds and grants through online media.

This E-Monalisa aims to increase the role of the community to participate in monitoring the distribution of social assistance grants that will and have been approved by the Denpasar City Government. So that they can also provide input and suggestions regarding the social assistance grant. Through this online media, all stages of the process starting from the submission of proposals, and implementation, as well as monitoring and evaluation can be viewed online and transparently.

Novitasari (2020) explained that there was a positive correlation between the implementation of E-Grants on the transparency and accountability of the management of grant funds in Badung Regency. Previous research on grants and IT-based public service innovation related to grants has been examined by several previous studies such as Sitanggang et al. (2014); Saparudin (2016); Eltho (2017); Febtiasari (2017); Pratiwi (2018); Dewanto et al. (2019); Anggreni & Subanda (2020).

II. Research Method

This research uses a literature review approach through scientific publications and the website <https://monalisa.denpasarkota.go.id/>. Primary data was obtained through interviews with the Head of the Community Welfare Sub-Section and the Head of the People's Welfare Section of the Denpasar city government

III. Result and Discussion

The digital era is an era that demands rapid changes, including changes in public services. The government is always trying to realize good governance. This has been responded to by the government through a series of policies toward technology-based governance or known as E-Government. Good governance by emphasizing the characteristics of good governance which include active participation, upholding the law, transparency, responsiveness, orientation to deliberation to reach consensus, fairness and equal treatment for everyone, effectiveness, economical, and accountable for. One way to realize e-government is through public service innovation based on Information and Communication Technology (ICT).

According to Pratiwi (2018), E-Government is the use of online-based information technology as a forum for the government to improve relations between the government, the community, and other parties. The basic concept of E-Government according to Indonesian Presidential Decree No. 20 of 2006 concerning the National Information and Communication Technology Council, E-Government is the use of information and communication technology in government processes to improve efficiency, effectiveness,

transparency, and accountability of government administration. The use of online information technology then produces new forms of relationships such as G2C (Government to Citizen), G2B (Government to Business), and G2G (Government to Government). Efforts to realize e-Government have now become a priority program for the government, both central and local governments. There are two main things in terms of E-Government where the use of information communication technology (one of which is the internet) as a tool, and the purpose of its use so that government performance can be more efficient

The World Bank Group defines "Electronic government is the application of internet-based information technology and other devices managed by the government for the purpose of delivering information from the government to the public, its business partners, and other institutions online". Meanwhile, E-Government according to Andrianto (2007:45): "The application of e-business principles to government processes. With all its advantages, the internet is very fulfilling the requirements for a vehicle for implementing public transparency and accountability within the government.

According to Eko (2005), there are several determining factors that should be taken into consideration in determining the level of readiness of an institution in implementing e-government, including; Telecommunication Infrastructure, Connectivity Level, and IT Use by Government Apparatus, Human Resources, and Legal Apparatus

The Province of Bali and the Denpasar City Government are developing one of the local governments that focus on e-government development. Various IT-based public service innovations have been launched by the City of Denpasar and have placed Denpasar City as one of the smart cities. According to Dewanto et al. (2019), Public service innovation is a government effort to serve the community in carrying out its government. These services are packaged in the form of electronic government which can be called E-Government. With the existence of an electronic-based government, it is hoped that it can simplify and overcome several existing problems, one of which is the problem regarding the transparency of funds related to grants and social assistance activities. Through the Online-based Grant and Social Assistance Program in which the community can participate directly effectively and efficiently. This was also done by the Denpasar City government which launched E-Monalisa as a digitalization-based public service innovation in the distribution of grants and social assistance.

Grants and Social Assistance is one of the programs from the government as a form of government service to the community and related parties. Grants and social assistance are financial assistance that is given selectively by the government in the form of money/goods or services from the local government to the government or community and community organizations or to people who have creative ideas proposed by the whole community individually or in groups (Pratiwi, 2018). According to the Minister of Home Affairs of the Republic of Indonesia that in the context of fostering the management of grants and social assistance to create orderly administration, accountability, and transparency in the management of grants and social assistance sourced from the Regional Revenue and Expenditure Budget.

Denpasar City in providing cash grants to traditional villages and community groups, uses several provisions as its legal basis, including: a) Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 14 of 2016 concerning the Second Amendment to Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 32 of 2011 concerning Guidelines for Giving Grants and Social Assistance Sourced from Regional Revenue and Expenditure Budgets; b) Denpasar City Regional Regulation Number 4 of 2015 concerning Principles of Regional Financial Management;

c) Governor of Bali Regulation Number 2 of 2017 concerning Guidelines for Grants and Social Assistance; d) Governor of Bali Regulation Number 13 of 2013 concerning Amendments to the Regulation of the Governor of Bali Number 6 of 2012 concerning Grants to the Villages of Pakraman, Subak and Subak Abian of Bali Province; e) Mayor Regulation Number 12 of 2018 concerning Guidelines for Granting; and f) Denpasar Mayor Regulation Number 21 of 2021 concerning Procedures for Budgeting, Implementation, and Administration, Reporting and Accountability and Monitoring of Grants and Social Assistance. The Mayor's Regulation applies and is the basis of the authority for the People's Welfare Section to coordinate the administration of grant applications for traditional villages and community groups

Denpasar Mayor Regulation Number 21 of 2021 explains that grants are the provision of money, goods or services from the Regional Government to the Central Government or other Regional Governments, State-Owned Enterprises/Regional-Owned Enterprises, Agencies, Institutions and Social Organizations with Indonesian legal entities specifically the allocation has been determined, is not mandatory and is not binding, and is not continuously aimed at supporting the implementation of regional government affairs (JDIH Kota Denpasar, 2022). The main task of the People's Welfare Bureau is as an Assistant for General Administration and People's Welfare, namely carrying out development, coordination, evaluation, and policy formulation in the field of people's welfare. As the implementer of the Welfare Bureau, the purpose of the Denpasar City E-Monalisa is to serve as a forum for participation for the community to participate in supervising and assisting the achievement of development goals, so that the distribution process can be carried out more transparently, accountable, and justly.

Based on the Denpasar Mayor Regulation Number 21 of 2021 in the provisions of Article 4, it is explained that the granting as referred to in paragraph (1) aims to support the achievement of program targets and activities of the Regional Government by the urgency and interests of the Region in supporting the implementation of government, development and community functions by taking into account the principles of justice, propriety, rationality, and benefits for society.

Grants are budgets that are set after other budgets that become development priorities. The provision of grant assistance is aimed at achieving the target of supporting programs and the government in regional and regional activities with an interest in supporting government functioning, and building in society with the principles of justice, propriety, rationality, and benefit society. (Rismahayani, 2018).

Social assistance spending is one of the tools to present government tasks in the context of public services in accordance with existing authorities. This is based on the concept that policy implementation does not all have to be done with spending in the form of money but can be done through the provision of infrastructure that can reduce social risks or reduce poverty.

Based on Article 7 of the Denpasar Mayor Regulation Number 21 of 2021 concerning Procedures for Budgeting, Implementation, and Administration, the criteria for granting grants at least include: the specific allocation has been determined; non-mandatory, non-binding; not continuously every fiscal year; provide value for the benefits of the Regional Government in supporting the implementation of the functions of Government, development and society; and meet the requirements of the Grant recipient.

E-Monalisa is a web-based electronic grant system that includes the process of registering institutions, submitting grant proposals, verification, evaluation, printing of Decrees, disbursement of funds and reporting of grant results provided by the Denpasar City Government to the public. eMonalisa is a public service innovation in the

management of online grants and social assistance within the Denpasar City government. Through e-Grants, the entire community can access grants openly and monitor the grant process in real time.

E-Monalisa is a new innovation that must be introduced and socialized to all relevant stakeholders, both users and grant applicants. Villages are one of the users who have an important role in the introduction of e-grant applications. Based on information on exposure to e-grant materials accessed through the official website <https://monalisa.denpasarkota.go.id>, 2022 there is a "track" menu that functions to update the progress of the proposed grant proposal. Communities who apply for grants can very easily monitor the progress of their proposals by simply entering the code or number of the proposal that has been submitted (Pemerintah Kota Denpasar, 2022).



Figure 1. Stages of Grants and Social Assistance Services in E-Monalisa

Grants that go to the Welfare Section are grants related to religious ceremonies. The following is an example of a progress grant that has entered through e-Monalisa and is addressed to the Welfare Section, as shown in Figure 2.



Figure 2. Grants addressed to the Welfare Section through E-Monalisa

The results of the interview with Ida Bagus Alit Surya Antara as the Head of the People's Welfare Section stated that: “grants and social assistance are public funds. Let's together supervise the distribution and accountability process through the Denpasar City Government's Online Social Assistance Grant service (e-Monalisa). This innovation aims to provide easy access to the public in submitting grant proposals. Through e-Monalisa the community can monitor and monitor the distribution of grants so that the management of grant funds is expected to be more transparent and accountable. The implementation of e-Monalisa is the commitment of the Denpasar City Government in improving the quality of public services by prioritizing the use of digitalization progress. We believe that with the e-Monalisa or online grant system, transparency and accountability in the distribution of grant funds can be more effective and efficient as well as easy to access and monitor every progress made by the public anytime and anywhere”.

The results of the interview with Ida Bagus Ketut Sedana as the Head of the Community Welfare Sub-Section stated that: “until now socialization constraints are still the main obstacle in the implementation of e-Monalisa. Not all levels of society know and are able to use this system properly and correctly. Therefore, we at the Welfare Section also always provide information to the public, especially for people who want to access grants to support the implementation of religious activities (religious ceremonies) which are under the authority of the Welfare Section”.

IV. Conclusion

E-monalisa or better known as the online social assistance grant service is an application that displays online the process of budgeting, implementation, administration of grant funds and social assistance to the community. The purpose of this application is to provide easy access to the public in submitting grant proposals so that grant management is more effective, efficient, transparent and accountable. The authority of the People's Welfare Section regarding the distribution of grants in Denpasar City is the distribution of grants related to religious ceremonies

E-monalisa is an idea to facilitate transparency in the distribution of aid funds and e-monalisa is stated in Denpasar Mayor Regulation Number 21 of 2021 concerning Procedures for Budgeting, Implementation, and Administration, Reporting and Accountability and Monitoring of Grants and Social Assistance. The obstacle in the effectiveness of E-Monalisa to support the distribution of grants to the Welfare section of the Denpasar City Secretariat is centered on the unequal knowledge of the community about the e-monalisa application.

At the end of this section of the report, there is a recommendation given that the Denpasar City Government (Welfare Section of the Denpasar City Secretariat) should increase the socialization of e-Monalisa and its benefits for the community. The Welfare Section should also be more active in updating announcements about the availability of grants managed by the Welfare Section, and informing its realization as a form of Public Information Disclosure.

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