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REVIEW ARTICLE

APPLICATION OF ELECTRONIC GOVERNMENT CHALLENGES AS A MEANS OF PUBLIC SERVICE IN VILLAGE GOVERNMENT, INDONESIA

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ABSTRACT

The village government Landungsari create a public service website that www.pemdeslandungsari.com. The website contains content that support the implementation of online public services in the village Landungsari among family card-making services, ID cards, licenses Disorders and Birth Certificate. In this case, This study describes the challenges of implementation of Electronic Government in the Village Government Landungsari Malang. This study uses qualitative research methods of data collection techniques: interview, observation and documentation. This study revealed that the application of E Government in Malang Regency Village Government Landungsari not go well due to the weak leadership of village government, the lack of budgetary support for the implementation of e-government, low capacity of the village government, and the lack of infrastructure support. The issue is the implementation of e-government challenges effectively and efficiently.

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INTRODUCTION

The development of information technologies require the government to use information technology as a means of supporting governance, in particular public service. Electronic government (e-government) is one of the concepts presented information technology to support the government in carrying out public services in an effective, efficient, and transparent. Developed countries have implemented e-government as the main means of realizing the maximum performance of the government in carrying out the duties and obligations as a state apparatus. In developed countries, all forms of organized public services through e-government so that the developed countries very quickly respond to all forms of public service issues that have an impact on accelerating the development of the country. The Indonesian government has sought to encourage all government agencies to implement e-government as a public service support system. The Presidential Instruction no. 3 of 2003 on national policy and strategy implementation of e-government is a proof of the government's efforts to make e-government as part of the system of governance, in particular public services. Several government agencies, ministries, local governments, and the village government seeks menerapkan e-government through the website. To support the implementation of e-government through the website, the government set up a

program and strategic measures and the budget enough to support the successful implementation of e-government, even a number of regional governments have special development vision of e-government development. However, most government agencies, especially local government and village administrations maximum rated yet implemented e-government as a means of public service. Some local governments and village governments have a website but the website is only used as a means of publicizing local profile information and profile government organizations. Information provided is also still very limited and are not updated regularly. Sosiawan (2008) in the results penelitiannya revealed that the websites of local government is still functioning as informative media or public relations course and instead of interactive media what more if it is associated with the guidance issued by Communications and Information Technology, the status of websites LGs still at the stage of maturation that is still in the category of providing interactive information and loading inter-relationships with other institutions. Another problem is the implementation of e-government has not been connected across sectors and government agencies, in which the respective websites of government agencies are not connected to each other so that the utilization of the website as a service that is integrated, effective, and efficient does not happen properly. According to research conducted by Habibullah (2010) This issue is caused by a range of e-gov applications as part of the pillars of the internal operation is still hampered, both of the pillars of the internal operation itself, as well as of the pillars of the use of

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technology as mentioned above. As a result, coverage is very limited in the scope of regional organizations device (OPD) in charge of their respective websites. Kumorotomo (2014) in his research also showed that each of the local governments in Indonesia have a different perception and understanding of the application of e-government, particularly related to standard websites. Some local governments understand that the implementation of e-government is to provide a website as a means of publicizing information. However, some local governments understand the application of e-government is providing website as an interactive means between the government, private, and community. In particular, Kumorotomo (2014) explains: First, websites district and the city is now accessible with both, but mostly still entered in the first stage, which is simply to publish information about the profile of the area concerned. Secondly, all the city local government website has entered into the stage of interactive, Although some local government districts and cities have implemented e-government through interactive websites, interactive website available but the local government has not been used optimally for public service proposition. In Kumorotomo study (2014) revealed that local governments interactive website providing interaction applications include: 1) the guest book, 2) forums, 3) chatting, 4) the contact link (link), and 5) jajakpendapat (polling). However, most applications that interaction is not yet optimized. Ironically, based on research results Kumorotomo (2014), the majority of interactive web applications there is no local government interaction activities between government, private, and community. It seems, Therefore, most local governments and village governments in Indonesia has not made the website as a means of public service. There are many factors that make the implementation of e-government is still not up to them: the lack of government awareness of the importance of e-government, there is no operational policies concerning the implementation of e-government, the vision and mission of the regional government has not supported the implementation of e-government, the policy of the local government budget not support the implementation of e-government, the lack of human resource capacity memanfaatkan information technology, minimnya supporting facilities such as the internal network is not adequate, the management of e-government has not done well, and the culture that has not kept pace with developments in information technology.

Nevertheless, it should be recognized that there are several government agencies and local governments are successfully implementing effective e-government as a means of public services in order to support the establishment of good governance and clean (good and clean governance). DKI Jakarta Provincial Government, for instance, is an example of local governments successfully implement e-government is effective, in which the governance of the provincial government of Jakarta such as planning, budgeting, monitoring the performance of government, public service, evaluation, and accountability of government is done through e -government. In addition to the provincial government of Jakarta, there are many other local governments that have successfully implemented e-government such as the Regional Government of Bojonegoro, Surabaya City Government. Some success of local governments in implementing e-government is effectively supported by many factors including: First, the leadership, where the leader has a vision and a strong commitment to achieving good and clean governance through e-government. Second, policy factors, where the local government has the technical policy governing the

implementation of e-government. Third, the budget and infrastructure factors, in which local governments provide sufficient budget to build the infrastructure that supports the implementation of e-government. Fourth, the cultural society, where people have a good understanding and awareness to use technology as a means of interaction with government and private. The most influential factor of four of these factors is the leadership factor. This article describes the obstacles and tantangan implementation of e-government through the website as a means of public service Landungsari village of Malang regency government. Landungsari village government already has an interactive website as a public service, where the village government website provides a public service channel ID card, Vemily card, birth certificate, and a letter of recommendation disturbance permit. However, the existence of the website is not fully utilized by the local village government. In general, the implementation of e-government in the villages Landungsari faced with many problems among them the lack of availability of human resources to support the implementation of e-government, the lack of availability of facilities such as a computer / Internet network, ketersediaan lack of budget, lack of local government support to the village government, culture and society is not in line with the vision of e-government implementation. Despite the implementation of e-government in the villages is not maximized, the village government still has a strong vision for realizing e-government and menerapkan effectively. This article describes the challenges and peluang besides the implementation of e-government also outlines the opportunities the successful implementation of e-government as a public service proposition.

LITERATURE REVIEW

Definition E Government

Today the concept and definition of Electronic Government (e-Government) has been often mentioned by experts including government practitioners in different countries. The World Bank (Word Bank) defines e-government as quoted by Indrajit (2002) the following, "*E-governament Refers to the usu by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) tha have the ability to transform relations with sitizens, bussinesse, and other arms of government.*"

Word Bank emphasized the definition of e-Government at the level of government's ability to carry out its duties and functions using information technology with the aim to bring government and citizens relationships. Furthermore, simply UNDP (United Nations Development Program) defines e-government as follows "*E-Government is the user application of information and communication technology (ICT) by government agencies*". Based on the explanation above UNDP definition, e-Government is seen as a means of government are used as a means of information and communication. Indrajit (2002) defines e-government as follows, "*It's a new interaction mechanisms (modern) between the government and citizens and other interested (stakeholder), which involve information technology (especially the Internet), with the aim of improving the quality (quality) of public services*",

Application of E Government

Results of the first study year (2016) from this study show the

village government has a level of enthusiasm and high responsiveness of the Law 06/2014 concerning Villages. The village government has taken steps village located in governance according to law the village. The results are consistent with the results of research conducted Akang (2015). In this research, Akang (2015) showed that the village government is ready to implement policies Landungsari Village Fund program budget in accordance with Law No. 6 of 2014 About the village. Supporting elements include: Communication is done well, the village government Landungsari resources that have been very supportive, disposition or attitude expressed a willingness and commitment to the program is ready to implement the Village Fund Allocation (ADD). Missa, Supro, Widjaja (2015) also showed that the village government institutional komunikasi Landungsari have good management in carrying out governmental functions. One factor supporting institutional management is communication village government services to the public good.

Although the findings of the above study shows that the village government capable of implementing the village administration well, but the village government is facing serious problems in the governance process villages, lack of human resource capacity of the village administration, the number of the village are limited, and village officials do not understand tupoksinya respectively. The village government has tried to address the issue by applying the concept-*governmentin* village governance (Sulismadi, 2016). Akang (2015) found the factors that hinder the process of governance in the village is poor communication between government agencies village and village and the bureaucratic structure of village government Landungsari that do not have a good understanding of the law No. 6 of 2014 on the village. Kwan, Hardianto, and Setiawan (2013) shows the results of research together with Sulismadi (2016) and Akang (2015). They find that it is not optimal quality and performance of the government in broad outline is caused by many factors, among others, the low quality of human resources of the government apparatus Village, resources and financial potential as a source of village income remains limited due to the lack of resources and lack of clarity allocation of supradesa government to the village. In terms of rural development planning, Wulansari (2015) showed that less than optimal coordination between government agencies in the development planning process, the lack of openness of public space, access to information flows that are less obvious, policy authorities still held fast by the village government, and the perception of government's commitment village that is not conducive to empowering communities.

Penyelenggaraan dynamics village administration as research findings inabove should be interpreted sebagai a maturation process towards rural government institutions. Sayuti, Hamidi, and Dahlan (2015) see these dynamics is as part of the opportunities and challenges that must be interpreted positively. According to them, in addition to the challenge of Law No. 6 of 2014 on a fairly large village, which is faced with the shadow of corruption, the village is also expected to manage effective governance within the framework of the public service. In this context, according to Sayuti, et al (2015) village governance requires a surveillance system that supports the village administration village governance good (good village governance). Therefore, steps should be done is to strengthen the supervisory system of village government to

reconstruct the existing monitoring system at this time, Leading Research Universities (PUPT) we are doing this is as a form of academic effort to support the government in realizing village *good village governance* and realize a competitive development according to the vision and mission of the Law No. 06/2014 concerning Villages. PUPT key concept in this is the model of electronic governance berbasis village governance. This model is believed to foster rural governance process in an effective, efficient, and transparent. Verton (2000) defines *electronic Governance* is the relationship between the government and the government (Government to Government) and the government with the public (Government to Citizen) based on communication and interaction online. According to him, the Electronic Governance can realize the implementation of an effective and efficient administration. Ching, ching, and Cheng (2007) defines E Government as follows: "The concept of creating more efficient and convenient interaction between government and the interacting parties using Internet technology is Referred to as electronic government (digital or government). According to Ching, *et al*, the concept of E-Government is a concept that supports governance more effective and convenient for the government in establishing communication and also write a public service to the community. In addition, according to Ching, et al (2007) E-Government gave the positive impact in membangun and realize that good public services. Meraka said, "electronic government offers a potential to dramatically increase of access to information and services and makes it Easier for citizens to Participate in and Contribute to governmental issues."

The most important topics for didiskusikan in the context of E Government is what factors that support the implementation of Electronic Governance. Yossof, Abas, and Islam (2011) in their study results indicate important factors in the implementation of E-Government adalah 'power', 'trust' and 'value'. Power is related to kemauan government to create policies to support E Government, the Trust is associated with kesamaan vision and keyaninan between government agencies and the community in implementing E Government as a means of governance, and Value is associated with a good understanding of the government and public about the benefits and advantages of E-government. Yossof, et al (2011) says, "All dementions have a positive relationship with the level of e-procurement adoption amongst SMEs in Malaysia.

All dimensions items, namely; the power of suppliers, the power of procurement, supplier on trust, trust on information technology, the value of implementation system efficiency and value of the cost efficiency Also were correlated with the level of e-procurement adoption amongst SMEs. "Factors supporting E Government as described above adalah not easy to be cultivated in a short process because these three factors are related to the behavior and culture of government and society. In this regard, Nurdin, Stockdale, and Scheepers (2011) explains, "The organizational barriers hich are identified in major e-government literature link to the dimensions of organizational culture and effectiveness." Therefore, the most important step made in the implementation E government is building a culture and government and public awareness of the importance of e-government. The general objective PUPT done is to build awareness of governments and rural communities in mewujudkan and running village government organization based electronic government.

MATERIALS AND METHODS

This study used a qualitative research approach, in which researchers describe, interpret, menjelaskan, and conceptualize the data related to the research theme that challenges the implementation of e-government. According to Creswell (2014) Qualitative research emphasizes the role of the researcher to memahami concepts or theoretical framework related to research issues. That understanding is part of the lens of researchers to describe and analyze the research issues. In this case, qualitative research requires researchers must first understand the theoretical concepts related to research issues. Referring to the Creswell concept, for the purposes of this study, we have tried to understand the concepts of the challenges of implementation of e-government,

When you see the differences as an area, the number of head of the family, device resources and the level of welfare of citizens in several villages as the object, is expected by the leadership pattern village head, the optimization of human resource empowerment that there can be developed and improved so well that wellbeing of the people in the village can be realized. The ability to govern the village is largely determined by skill menajerial of the village administration and functioning of the components of the management system of village administration. The pattern of village governance on the one hand should follow the demands of modernity and the changing demands, but on the other hand must be sensitive to the local cultural context. This has become one of the important aspects that contribute to the successful implementation of e-Government that is leadership. Effective leadership can contribute to the success of the E-Government development in both the central and local government agencies.

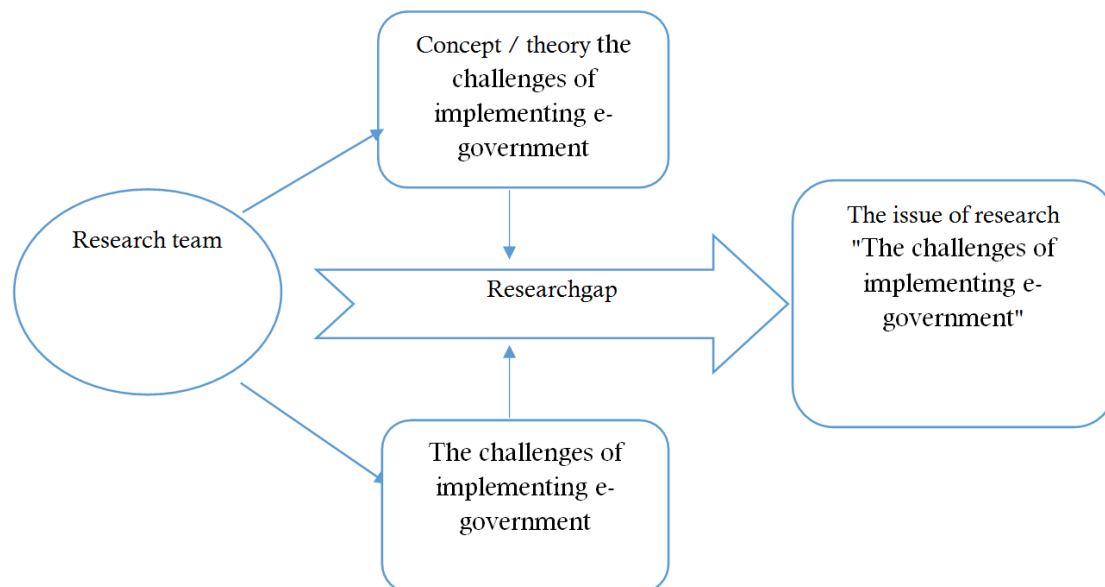


Chart 1. Qualitative research design "challenge the application of e-government at the village government Landungsari Malang"

DISCUSSION

Based on research, there are three major challenges in the implementation of electronic government Landungsari Malang Regency Village Government, namely: the lack of village government leadership, the lack of budgetary support for the implementation of e-government, low capacity of the village government, and the lack of infrastructure support.

Weak Leadership Village Government

The village head as a leader in the organization of the village administration, no longer positioning itself as the sole ruler in the village bossy, but as a leader. The village head should encourage and increase the morale of all citizens of the village from the planning to the utilization program development activities, in a transparent manner with the involvement of village governance institutions such as the Village Consultative Body (BPD). In order to improve the public service is well also needed to boost the performance of the institution and one of the things that need to be evaluated is the way of the implementation of the leadership of the village head. Leadership is required in order to create ideas and kretavitas for the organization, encouraging subordinates to improve its performance and strive to achieve optimal results.

The leadership priorities and initiatives related to the leadership of government agencies to anticipate and take advantage of advances in information technology. Capacity development of information technology is an early effort on the development of E-Government as mandated by Presidential Instruction No. 3 of 2003 on Policy and Strategy for Development of E-Government. This work is done in order to improve the quality of public services effectively and efficiently. The successful development of e-Government is very dependent on a strong transformational leadership and information technology-oriented. Competence needed in leadership includes the ability to integrate a variety of roles and implement them by utilizing information and communication technology. As for the roles to be performed by a leader, among others, include (1) Visionary: the ability to see the big picture and translate it to all members of the organization; (2) Convener, or the ability to manage the diversity of members and bring the organization toward clear goals and problem-solving; (3) Team sponsors, namely the ability to shape and direct the working group real and virtual groups; (4) Manager, which is the ability to pursue and allocate organizational resources with full responsibility, and the ability to manage real and virtual organizations; (5) Innovator, namely the ability to find new ways for jobs outside their duties and functions; and (6) Mentor, or the ability to guide and direct the

prospective new leaders within the organization. In this case the village chief as leader in a village governments own capability as a leader DIMA he could see the big picture to be translated to its members towards and clear objectives, as well as the village chief also has menentuk jobdisk each village in accordance with the duties and functions of each -masing. But here Landungsari village chief does not have the commitment and vision-mission that significantly support the development and implementation of E-Government system so it can not be done well. The village head has a vision in order to realize good governance and clean in order to realize a better Landungsari village, equitable, and prosperous. With this vision as village chief must be possessed the initiative to make changes in the system of village administration in accordance with the times, but here the village chief is only focused on how to overcome the problem instead of how to make the village better Landungsari village. Yet through technology and information systems such as E-Government then it will create better governance, fair, prosperous, prosperous and transparent and to facilitate the public to receive integrated services. The village head as if it does not matter even not committed to the implementation of E-Government in the village Landungsari, why say so? Because the village chief does not do the reconstruction of the ranks of the village and the reconstruction of the organizational structure in the village where Landungsari not have a PR and IT field and the number of employees who do not understand about the E-Government.

Regarding the causes of the problems in the implementation of E-Government Village Government Landungsari, was the source of the problem is not always related to the availability of information technology. Issues facing the development of E-Government at the central level and at the regional level between the intertwined issues of infrastructure development, leadership and culture of our society. It must be recognized that the availability of technologies such as summarized in the infrastructure problems are often still an obstacle. Constraints are a problem in the implementation of e-government in Landungsari Village Government itself comes from the leadership factor. Where these factors are affected by the conflict between the central government policies with local governments, legislation is still lacking support, inadequate budgetary allocations, standardization system that is not clear, all of which are determined by the commitment of the leaders or officials for the implementation of E-Government.

In order to improve the public service is well also needed to boost the performance of employees and one of the things that need to be evaluated is the way of the implementation of the leadership of the village head. Leadership is required in order to create ideas and kretavitas for the organization, encouraging subordinates to improve its performance and strive to achieve optimal results. When you see the differences as an area, the number of head of the family, device resources and the level of welfare of citizens in several villages as the object, is expected by the pattern of leadership Landungsari village head, optimization of human resource empowerment that there can be developed and improved so well that the welfare of residents in the village can be realized. The ability to govern the village is largely determined by skill menajerial of the village administration and functioning of the components of the management system of village administration. The pattern of village governance on the one hand should follow the demands of modernity and the changing demands, but on the other hand must be sensitive to the local cultural context. In order to improve the public

service Landungsari well also needed to boost the performance of the devices village and one of the things that need to be evaluated is the way of the implementation of the leadership of the village head. Leadership Traits that should exist in the Village Head Landungsari indispensable in efforts to create ideas and kretavitas for the organization, encouraging subordinates to improve its performance and strive to achieve optimal results. When you see the differences as an area, the number of head of the family, device resources and the level of welfare of citizens in several villages around it, expected by the village chief leadership pattern such as this in order to optimize the empowerment of human resources there can be developed and improved so well that the welfare of residents in the village can be realized. The ability to govern the village is largely determined by skill menajerial of the village administration and functioning of the components of the management system of village administration. The pattern of village governance on the one hand should follow the demands of modernity and the changing demands, but on the other hand must be sensitive to the local cultural context. The village head as a leader in the era of decentralization in the organization of the village administration, no longer positioning itself as the sole ruler in the village bossy, but as a leader. The ability to govern the village is largely determined by skill menajerial of the village administration and functioning of the components of the management system of village administration. The pattern of village governance on the one hand should follow the demands of modernity and the changing demands, but on the other hand must be sensitive to the local cultural context. The village head as a leader in the era of decentralization in the organization of the village administration, no longer positioning itself as the sole ruler in the village bossy, but as a leader. but on the other hand must be sensitive to the local cultural context. The village head as a leader in the era of decentralization in the organization of the village administration, no longer positioning itself as the sole ruler in the village bossy, but as a leader. but on the other hand must be sensitive to the local cultural context. The village head as a leader in the era of decentralization in the organization of the village administration, no longer positioning itself as the sole ruler in the village bossy, but as a leader.

The lack of capacity of Human Resources Village Government

Because the E-Government project implemented by the system and the absence of knowledge to the transformation of the village which served as an operator to update the data, then after the project is completed the village can not afford to operate the program (website) so that the available data does not update anymore. Then, due to a lack of awareness of some of the devices Landungsari village, then the village which served as an operator who update their own data should go down to the field to find the necessary data. This is highly related also to the leadership of factors which need commitment, both from the village chief and all his staff for

implementing E-Government, because basically the application of information technology in the field of government will assist the government in providing services to the community to the fullest. Then, in order to implement the E-Government should not use the project system but simply by using one or several experts who are competent in the field of information technology, so that data updates can always be done, the cost is even smaller. In addition, the central government will certainly give the award to the district / city village even though that proved to excel in mengimplementasikan science and technology to improve people's welfare, In the implementation of E-Government should prepare a human resources competent and reliable, but it has not been found in the Village Administration Landungsari Diman not tersediannya human resources are lacking even minimal in terms of skills and management in the management of websites as well as information technology tools so that with respect this, too, makes the village chief if only become hesitant to adopt these E-Government. The context here shows that the implementation of E-Government is not in line with the availability and readiness of the village administration in the provision of reliable resources to manage the official website of the Village Administration Landungsari and lack of human resources capable of using information technology equipment properly, they can only use Microsoft Office applications to work every day. Furthermore eventually bound village chief will force existing resources to implement E-Government activities with limited knowledge and skills. If the human resources taken from the outside there will be a lack of ownership because of the assumption that the implementation of the village web site is a "project" that once completed the project, then these activities deemed to have been completed without the awareness to enforce maintenance and sustainability. In the world of general government rarely have the skilled human resources in this field. Human resources that are reliable and willing to learn new fields, usually located in the business and industry (Private sector / private). Problems of availability of human resources has a standard of competence in IT is more difficult than technology issues. The reality is just the village Village Office Landungsari device that has the ability in IT is only about 1-3 people only from 11 village officials who work there, some of which may not necessarily undergraduate educational background. This happens because of the possibility of 10-20 years ago the regional government rarely even never hire a new employee with a background in the IT field because in those days certainly have not pointed forward to the utilization of information and communication technology, let alone even for new employees, in Landungsari Village government in its organizational structure no fields related to PR and IT.

Lack of Facilities and Infrastructure Support

Basically the use of IT infrastructure is a prerequisite mutlah an IT-based service can be said or not. The use of IT-based tool that includes from the means itself and a means of supporting the continuity of the service. Distribution of IT facilities in each village is different. Landungsari Village Administration is the village that has implemented the E-Government system to service in the community. To support the implementation of E-Government, IT facilities in the Village Office arguably inadequate. Wherein the main device in IT, namely computers, The Village Office Landungsari only have old type of computer that could be considered spesifikafasi and an old kind of computer that will certainly impede the

course of E-Government system in the computer because it is essentially a computer that is in the Village Office Landungsari can be said of old and obsolete computer. On the other hand, the Internet as a support network can also be said to be stable so it certainly will not disrupt the service process and to upload / update the official website of the Government of Landungsari village. The availability and quality of infrastructure, equipment and other appropriate support including the provision of telecommunications and information technology. In addition, place and location as well as service facilities were adequate, easily accessible by the public, and can make use of telecommunications and information technology. Infrastructures are also an important concern in the application of the Minimum Service Standards by providing facilities adequate services by public service providers. Based on Government Regulation No. 72 of 2005, in paragraph (2) which states that the formation of a village to be eligible Infrastructures Government. Facilities and infrastructures is a sayarat that must be met to provide services in accordance with Kepmenpan No. 63 of 2003. The Kepmenpan means and supporting technology is the focus of IT-based services, increasingly sophisticated means of IT, the better the services that can be provided to the community. Technology owned by the service provider should be able to cover all aspects that have been outlined, and unfortunately it still can not be met by the Village Government Landungsari. So the conclusions that can be drawn is Pemerintahan Village Landungsari related computer facilities has been inadequate and that should be a concern related to means of support is an internet connection that you have to upgrade the speed to run quickly and smoothly so it does not interfere with the public service even in the upload / update the data on the website.

The lack of Budget Policy Support

Related to the budget allocation for service in the community, especially related to IT-based services will demonstrate the seriousness of the authorities for the implementation of E-Government. Budgeting affairs is a very important matter, because it takes accountability seriously. Regions that implement the application service, in its application to use the funds from the Revenue and Expenditure Village (APBDes). Landungsari village itself in the implementation of E-Government and fulfillment facility and was taken directly from the village APBDes Landungsari. But governments do not maximize APBDes Landungsari village for development and implementation of E-Government for the village government can be said to only use the funds sober for implementing E-Government along with the fulfillment of the tools to support the E-Government. Whereas the purpose of the implementation of E-Government for public administration services. Operational alignment businesses assess the level of funding and the extent of the commitment of human and financial resources are not in harmony with the fulfillment of the E-Government. The village head must consider several issues related to this are E-Government; 1) funds or specific budget has been provided for implementation but it is not used properly. 2) Lack of investment strategic plan E-Government initiatives for the future. 3) Reallocation of the budget for the financing of the E-Government initiatives. 4) The model is applied or used to measure the financial needs in the financing of E-Government initiatives. 5) Analysis of cost benefit and satisfaction survey of the community after seeing the impact of the implementation of E-Government. In the aspect of budgeting, each village must have still experiencing problems

in the amount of budget needed to build the system, but in some villages there was a plan for the realization of the budget in the implementation of IT-based services. Landungsari village actually has a regulation governing, so to budgeting can be a bit solved but then again weighted APBDes here is supposed to be used as much as possible to support of the implementation of E-Government. In purchasing or financing associated with the E-Government, the village head and should be considered that the implementation of E-Government is conducted properly and smoothly so that it can run continuously (continuous).

Conclusion

This study revealed that using E Government in the Village Government Landungsari Malang not run properly due to the lack of government leadership of the village where the leadership of the village chief does not attempt to design the organizational structure, the arrangement of human resources, improving the quality of human resources, and create policies that support the implementation of e-government. In addition to these challenges, the lack of policy support budget is also a challenge for the implementation of e-government. The village government Landungsari not maximize APBDes for the implementation and development of E-Government for the village government can be said to only use the funds sober for implementing E-Government along with the fulfillment of the tools to support the E-Government. Whereas the purpose of the implementation of E-Government for public administration services, In the context of human resource support, Landungsari village pemerangkat device that has the ability in IT is only about 1-3 people only from 11 village officials who work there, some of which may not necessarily undergraduate educational background. This happens because of the possibility of 10-20 years ago the regional government rarely even never hire a new employee with a background in the IT field because in those days certainly have not pointed forward to the utilization of information and communication technology, let alone even for new employees, in Landungsari Village government in its organizational structure no fields related to PR and IT. Means IT at the village office Landungsari arguably inadequate. Where the primary device in IT is a computer, at the village office Landungsari only have computers the old type that could be considered spesikifasi and is a kind of computer a long time so that will certainly hamper the running of the E-Government in the computer because it is essentially a computer that is in the village office Landungsari can said the old computer and obsolete. On the other hand, the Internet as a support network can also be said to be stable so it certainly will not disrupt the service process and to upload / update the official website of the Government of Landungsari village.

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