VOLUNTEERS OF ICT TO PROVIDE CITIZEN PARTICIPATION INTO SOCIETY IN INDONESIA

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ABSTRACT

Purpose: The aims of this research study to analyze as volunteers can be effective to give an education to society and how this initiation can be productive for all elements that contribute which is for theministry of communications and information. ICT Volunteers is an organization for asocial society that based on efforts to develop knowledge, skill/ social science in information communication and technology for all members and society.

Methodology: The method of this research is aqualitative description to get to know what happens with the situation on the job as a volunteersm. The technique for analyzing data in this research used secondary data and also literature review to know how this initiation can be useful for all especially for society (Burnham, 2004).

Implications: This study focuses on the implementation of policies that have been set by Kemenkominfo in the form of ICT Volunteers. Thus a significant effort for every society both at the village and city level because with it the equitable distribution of education and infrastructure will be fulfilled, considering that Indonesia is an archipelagic country and full of diversity.

Findings: The conclusion of this research is this initiation give the activity for improve the society which are capacity building, education, partnership and publikasi. Nowadays, this activity can be lead almost all provice have the voluntersm ICT for society because is it important for us, for government and also for society to bring new transformation resolution with ICT. Volunteersm of ICT focused on rural society for giving some tech to society.

Novelty: This study is first of its kind in analyzing the role of volunteers in giving citizen participation and education to the Indonesian society.

Keywords :Volunteersm; ICT; Citizenship; Participation; Society; Indonesia.

INTRODUCTION

The development of an increasingly difficult era and supported by the existence of technology, information and communication are encouraging the government to be able to stimulate the development of these technologies to the community to be able to adapt. With the support of technology, information and communication community will be easier to reach what is needed by the community, especially the government. This is certainly the government's attention to develop the ability of the community to keep up with the times. In the face of rapid technological developments, the government is expected to have a strategy that can carry out the form of democratization. Information that can be submitted publicly by the public will be able to optimize public scrutiny on the administration of the State and other government agencies and everything that results in the interests of the community itself.

Given the phenomenon, in particular for the people of Indonesia, it is necessary to note that technological developments do not bring a negative impact on the social life of Indonesian society. Therefore, it also needs to increase the awareness of the community about the attitude and the environment. Changes due to technological developments occur rapidly this unconsciously has affected the pattern of community life. An example is that many children of this level of primary education are dependent on their gadgets and are often misused by these curious children. It is the thing that needs to be anticipated and directed so that the development does not damage the morale of the nation but realize the intelligence of the nation because it will be easier for the learning model.

Not only that the adverse impacts arising from these technological developments, but it will also affect the level of socializing with the intensity of meeting that becomes very slow because it has been facilitated by the existence of such technology. The role of mass media, technology, and social media is in control is quite high. Therefore, the government initiated to design an organization that can increase its community development in the use of such information and communication technology.

The Ministry of Communication and Informatics (Kemenkominfo) has set up information communication technology volunteers throughout the province to support the program of internet penetration acceleration in the community targeted internet users in 2015 has reached 50 percent of the total population. Based on GDP Growth Indonesia in 2016, the people of Indonesia reached 255 million population. Indonesia is the fourth most populous country in the world. But at this time, the number of new internet users around 45 million people or 14% of the population, both accessed via computer or smartphone (smartphone) (Kemenkominfo, 2011).

In 2003, Indonesia was one of the participating countries in signing the declaration "World Summit on Information Society" or referred to as WSIS. In the statement, it is said that as many as 50 percents of the world's population should have access to information (in this case internet access) (Kemenkominfo, 2011). Kominfo cannot work alone in overcoming the acceleration of internet penetration for the community; it will need other actors such as civil society and the private sector. This is related to the operation of the Good Governance system, where civil society, the private sector, and state are a component to run the mechanisms, practices, and procedures of government and citizens to manage resources and solve public problems (Sumarto, 2003).

Efforts made by Kemenkominfo is a form of government awareness of the community, especially in areas far away affordability internet access available in the region. These efforts are also expected to give effect to the equity and gap of society that still occurs in Indonesia, especially small areas scattered throughout the island in Indonesia. The establishment of ICT volunteers is one of the efforts to support the target of empowering all elements of society (Kemenkominfo, 2011). In 2011, as many as eight provinces formed ICT volunteers, including East Java, Central Java, West Kalimantan, South Kalimantan, East Kalimantan, Lampung, Riau Islands and South Sulawesi and by 2016 have reached 21 provinces in Indonesia that have formed Volunteers ICT. This type of ICT volunteers will follow at the district/city level in Indonesia (Kemenkominfo, 2011). ICT volunteers will be tasked to help the government disseminate the use of information access (internet), as well as community empowerment through information, social education, technology, and communication.

The formation of ICT volunteers aims to empower the community through informatics. This empowerment in the form of training and socialization of ICT utilization and learning equally both village and city, which is to improve the quality of life to the Indonesian educational community (TIK,2015). This is related to Nawacita President Joko Widodo and Vice President Jusuf Kalla where Kemenkominfo support the vision Nawacita 4 of 9 programs (Infographics Kemenkominfo, 2016). Support is seen with accelerated development and equitable distribution of telecommunication infrastructure, the construction of broadband networks, the development of the digital economy, the digitization of broadcasting, regulation and governance arrangement of the internet, as well as management for better public communication (Infographics Kemenkominfo, 2016).

Community Empowerment carried by ICT Volunteers is one of the steps to get a participative society to improve the quality of their life. In this process, ICT volunteers as a facilitator are in charge of influencing the community to be able to utilize ICT for the improvement of their quality of life. The facilitator undertakes innovative steps to support the achievement of a participatory society and directs the community group to continue to improve their ability. With that, the community will feel empowered and finally able to strengthen the welfare of society itself (Djowojoto, 2007).

This study focuses on the implementation of policies that have been set by Kemenkominfo in the form of ICT Volunteers. Establishment and utilization of ICT is a kind of concern Kemenkominfo in realizing a literate Indonesia Informatics which the community will help and encourage Ter sapa Ikan vision and mission of the government. This is a significant effort for every society both at the village and city level because with it the equitable distribution of education and infrastructure will be fulfilled, considering that Indonesia is an archipelagic country and full of diversity.

METHOD

This research used the literature review for analyzing this new regulation in Indonesia that has been applied in many city in Indonesia. Qualitative description is the kind to critical the literature review to produce the good analysiswith the situation and also how they work on the job as a volunteersm (Sugiyono, 2013).

DISCUSSION

Implementation of policies established and organized by the Ministry of Communications and Information Technology is inseparable from a community need that needs to be regulated and provided by the government. The Indonesian government through the Indonesian Data portal site, trying to realize its clear role to the community. With this Data Indonesia portal, the city is expected to feel facilitated by the dataset available in the areas of Economics and Finance, Education, Population and Employment, Energy and Natural Resources, Health, and Procurement. But it is unfortunate that based on the dataset that appears on the Indonesian website portal, each region still cannot be available the same dataset or mutually sustainable because based on data from UNDP Survey 2014 Indonesia still do not have integrated information system.

The quality of the data needs to be paid attention especially to newly published data sources. The role of data analysis becomes necessary to be involved to ensure that the available evidence can meet the quality rules of the data (Garvin, 2012). The quality aspect that needs to be improved is the penetration of internet access in all parts of Indonesia because we know that Indonesia is a diverse archipelagic country of indigenous and cultural tribes that need an integration as a form of aligning and mixing and matching the rights that must be given from government to society. Also, the speed of bandwidth becomes an infrastructure needed in building and implementing policies of information disclosure and participation of Citizen in enrichment within the scope of Indonesia.

Community participation is no longer just a public concern for the governance process(Dwiyanto, 2006). Community involvement is transformed into one of the objectives of social development, which is needed by society because society is a strategic group form to know, manage and understand the potential, conditions, problems, constraints, and needs of the territories that they Place (Slamet, 2003). The participation of these communities will be the identifiers in identifying the potential of the community, the selection and decision-making on alternative solutions to address the problem, the implementation of the problem-solving efforts and the involvement of the community in the process of evaluating the changes (Rukminto Adi, 2007).

According to Harry, community participation can be mobilized through the following three things: A) Village development projects that are designed simply and easily managed by the community. B) Organizations and community institutions that can mobilize and channel the aspirations of the community. C) Increasing the role of society in development (Putra, 2011). Harry also said that the public would be moved to participate if:

A. Participation is done through organizations that are easily recognized or existing in the community concerned.
B. Participation is a direct benefit to the community concerned.
C. The benefits gained through such participation can meet the interests of the local community.
D. In the process of engagement, it is guaranteed the control of the community. Community involvement will decrease if they do not or do not play a role in decision making.

Volunteers are unpaid individuals providing their time to achieve organizational goals, with substantial or limited responsibilities, with little or no specialized training, but can also be highly intensive in a particular field to work volunteering as professionals (Waters & Bortree, 2007). The study found that a volunteer evaluated his relationship with nonprofit organizations including a kind of NGO positively. Several studies conducted in North America and Western Europe, it is mentioned that the public and the public widely involved themselves to certain NGOs for several reasons, it becomes a necessity and very important to do (Waters & Bortree, 2007). Four important things underlie the relationship between a volunteer with his organization, namely:

1. Trust
2. Commitment
3. Balance of power
4. Satisfaction

It is also acknowledged in several other studies that communication eventually became a major weapon regarding carrying out recruitment as well as gathering volunteers in the shortest possible time (George & Goodman, 2008).The primary task of a volunteer among them:

1. Coordination, to carry out quick response operations and evacuate and transport health, volunteers should be able to coordinate each other to avoid overlap and failure of operations.
2. Provide volunteers should be able to provide emergency infrastructure and facilities for the provision of temporary casualties
3. Helping, volunteers should be able to ensure the availability of distribution of drugs and clean drinks to help the health of the victims for a while.

Information and Communication Technologies (ICT) is a broad umbrella of terminology that includes all technical equipment for processing and conveying information (Blaikie, 2000.). ICT holds two aspects namely computer and communication technology. Information technology covers all things related to the process, the use of media as a tool and intelligence management. While on the side of communication technology is everything related to the use of instruments to process and transfer data from one device to another instrument. Therefore, information technology and communication technology are two inseparable concepts. In general, there are three approaches in the use or utilization of ICT for education and learning (Warsita, 2008):

1. Learning about computers and the internet, where technological literacy becomes the ultimate goal. The computer can be used as a learning object, for example, computer science (computer science). It means making ICT as one of the subjects given in school.

2. Learning with a computer and the internet, where ICT facilitates learning by the curriculum applicable in schools. For example, Pustekkom Depdiknas develop interactive multimedia CD program for English, Biology, Physics, Chemistry, Islamic Religion and others as an alternative medium of learning in SMA and SMK.

3. Learning through computers and the Internet, which integrates the development of ICT-based skills with applications in the curriculum. The computer can also be used as a tool to perform certain processes, such as calculation or calculation and data storage and word processing and data (word and data processing).

ICT volunteers functioned as a mobilizer of the community to participate and mobilize the community to gain knowledge in the field of Information Technology. ICT volunteers become social organizations that are non-profit, independent, philanthropic and sweet that basing on the efforts of knowledge development, science skills in the field of information technology for every citizen. One of the visions of ICT Volunteers is ICT volunteer as a person, as well as a superior society, ready to carry social, community and humanitarian missions for community empowerment through the utilization or mastery of information and communication technology skills for the benefit of citizen and progress of the nation of Indonesia.

ICT Volunteers Indonesia is expected to be able to escort, assist and empower the community in the utilization of government assistance such as CAP, M-CAP, PLIK, M-PLIK, Warmasif, Smart House, Smart Village and Rowing Village. With the improvement of capability and the provision of the organization, ICT Volunteers are also expected to be able to form a task force that is alert, alert and responsive in coordinating, collaborating and working with various parties in various districts in emergency, disaster, and crisis to restore infrastructure and utilization of ICT. ICT Volunteers Indonesia is one who will Berbera active as a civil society in realizing an informative Indonesian Society (TIK, 2015).

It is known that based on information obtained through the ICT Volunteer website portal, in 2011 Indonesian ICT Volunteers are only located in 8 Provinces in Indonesia from 33 Provinces in Indonsia, but that number increases with the birth of 13 ICT Volunteers spread across Indonesia Province by 2015 This figure indicates increased community participation, that the formation of ICT Volunteers has a good impact on the community with the implementation of policies established by the Ministry of Communications and Informatics is due to an increase in the number of ICT Volunteer groups.

However, the utilization of ICT in Indonesia is still uneven in every region, due to the uneven infrastructure and the availability of human resources that can introduce the usage of the internet to the public. This is what makes the emergence of the digital divide (Sasongko, 2011). Although in fact, today after the rapid entry of globalization in Indonesia also has an impact on the relative rapidity of technology and the number of users of these technologies. Therefore, the existence of Indonesian ICT Volunteer organization has a strategic position to help people optimize the utilization of ICT to provide an impact for the improvement of the public and life of the nation (Sasongko, 2011).

ICT Volunteer Activities Indonesia is organized among others (TIK, 2015)

A. In the field of Learning e-literacy, e-learning, e-skills, and e-learning.
B. Advocacy, mediation, and litigation as well as legal aid in the utilization of informatics applications, the internet in a healthy, safe, creative, innovative and productive.
C. Community empowerment in the usage of ICT, in particular for people in rural areas, disadvantaged areas, remote areas and outer islands as well as the impaired people and gender groups.
D. Community assistance in adopting, adapting and modifying ICT utilization aimed at improving people's welfare and overcoming the digital divide.
E. Community monitoring and surveillance of the use of ICT development outcomes to function optimally and bring benefits to citizens.

ICT Volunteer Activity is formed to achieve the target goals to be achieved by its role as a community facilitator. Where things that need to be applied to the community include with creativity, innovation, science and also the ability of the community to prosper their own lives. The formation of ICT Volunteers is also a form of sustainable development that is created by the government to keep fit in the monitoring and can continue to be developed for the whole society.
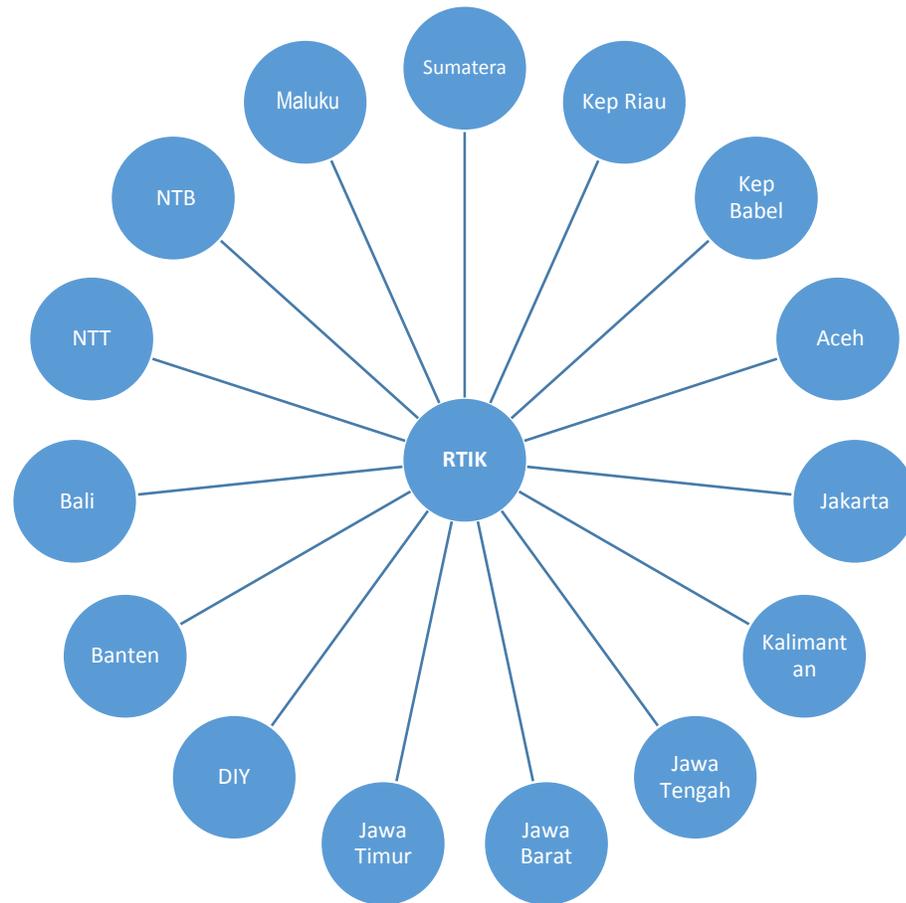
Figure 1. The Integration of ICT Volunteer in Indonesia 2016

(Source: Relawan TIK, 2016)

Based on data processed through Worldbank.com, the presence of ICT Volunteers is also apparently supported by the number of internet users in Indonesia, which increases every year in 2011-2015. In 2011, internet users owned by Indonesia reached 12.28% of 100 people as samples tested. In 2012 the number of was increased by 2% but in 2013 a little increase from the internet users. By 2015, the number of internet users increased dramatically to 22%. The following table of Internet users from the sample number of 100 internet users in Indonesia (Worldbank.com).

Not only for that, another reason of Kemenkominfo to form ICT Volunteers because it is based on market research institute e-marketer, Indonesia is a country in the World ranked 6th in the number of internet users (Kemenkominfo, 2014). It is expected that the number of internet users is a positive value and the absence of negative elements that result in a growing number of internet users in Indonesia. If it continues to be developed and carried out in order to obtain benefits for themselves and the state then efforts to prosper the life of society and social welfare will also increase and the community will be free from the problem of underdevelopment of education which is also still often found in Indonesia, especially in the outer, . Although these three areas are a personal reflection of the Indonesian people, especially the Republic of Indonesia.
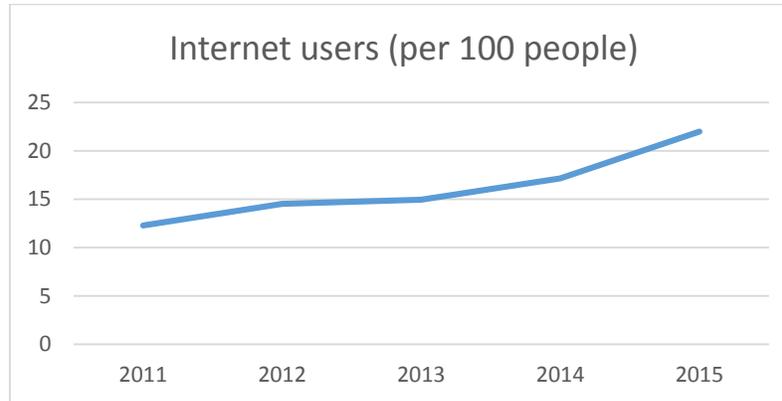
Figure 2. The Internet User in Indonesia within 100 Sample Population

(Source: Worldbank, 2016)

CONCLUSION

With the existence of ICT Volunteers, this will provide more intensive learning to the community, not just a short time alone or disseminate information. ICT volunteers as a civil society actor who helps the government in achieving good run principles of good governance well (Darminto, 2003). One of the principles applied by ICT Volunteers is Community Participation. Where is this community participation in which all citizens of the community have a voice in decision-making, either directly or through legitimate representative institutions representing their interests? Community involvement is built on freedom of assembly and expression, as well as capacity to participate constructively. Running activities undertaken by ICT Volunteers are supported by the commitment and cooperation of central, regional governments and the role of stakeholders, a private sector, universities, communities and civil society.

With the support of some of these actors together will be the intellectual life of the nation. Coordination, Cooperation, Collaboration and Partnership of ICT Volunteer Community with various parties must be continuously conducted, so that the utilization of ICT in Indonesia is targeted and focused, optimal and minimal adverse impacts emerge for the progress of the nation and glory of the Unitary State of the Republic of Indonesia (Ghozali, Imam. 2005) by building an informative Indonesian society to realize the prosperity of the country and the glory of the State in the era of global competition. Indonesia with archipelagic States is obliged and able to prosper its diverse society, tribe, culture, and potential.

With this ICT Volunteer, able to help the government to solve or manage government affairs in regulating and fulfilling the needs of the community. The form of performance implementation of ICT Volunteers is set for the activities that will be run by ICT Volunteers in each region, 40% of provinces in Indonesia still have not established RTIK in the area or region. Implementation of programs and forms of ICT Volunteers is deemed to run well with the clarity of programs and SOPs owned by ICT Volunteers formed under the auspices of the Ministry of Communication and Information Republic of Indonesia. This RTIK assistance is not temporary but sustainable, where ICT Volunteers become facilitators of each region regarding community empowerment.

As for some suggestions Implementation of ICT Volunteer Policy by the Ministry of Communications, Information and Informatics To Increase Public Participation in Indonesia Year 2016 namely:

1. All systems of ICT Volunteers need a system integration which will facilitate the external and internal society of Indonesia able to access and supervise the running of ICT Volunteer Policy, not only integrated into the management system only.
2. Learning models that need to be applied by ICT Volunteers to every community group that not only in the form of economic acceleration but to develop their ability in thinking and acting because it will have a good impact on the index of human development.
3. ICT volunteers should continue to be prepared and follow the current evolution of the times of technology to stay in synergy, and the public will be encouraged to develop themselves.
4. All provinces in Indonesia are obliged to establish RTIK quickly and responsively to reduce the existing social gap.

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