



The Relationship of E-Governance with The Easy Community of Accessing Public Services (Study on Services in Sukabumi Government)

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ABSTRACT

E-governance has a democratic philosophy in every change. E-Government or electronic government refers to the use of information and communication technology (ICT) to expand access and also government services for the benefit of the community, business people, government officials themselves and other stakeholders. This study uses a qualitative approach with a literature review study method. The results of the study explain that the benefits of this system and feel the benefits. Although this system received a positive response from its users, the lack of socialization from the local government caused a lack of public knowledge of the existence of this system.

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1. Introduction

Along with developments, the functions of government have also developed, in the past the function of government was only to make and maintain laws, but the government not only implemented laws but also served to realize the will of the state and carry out public interests (public services). The paradigm shift of government from ruler to service, basically the government wants to improve the quality of public services to the community (Madon, 2009; Heeks, 2001).

A good governance system is participation, which states that all governance institutions have a voice in decision-making, this is the basis of legitimacy in a democratic system, good governance has a framework of thought that is in line with democracy where government is run entirely for the welfare and prosperity of the people, from the people, by the people. the people and for the people. A democratic government will certainly prioritize the interests of the people, so that in a democratic government the provision of public needs and services is the most important thing and is the main characteristic of good governance (Saxena, 2005).

One of the functions of government administration carried out by government officials is public service. Indonesian laws and regulations have provided the basis for the delivery of public services based on the General Principles of Good Governance (AAUPB). Article 3 of Law Number 28 of 1999 concerning the Implementation of a State that is Free from Corruption, Collusion and Nepotism mentions these principles, namely the Principles of Legal Certainty, Transparent, Responsiveness, Fairness, Effectiveness and Efficient, Responsibility, Accountability and Not Abusing Authority . This principle is used as a basis for judgment in judicial and administrative efforts, as well as as an unwritten legal norm for government actions. Although it is a principle, not all of it is general and abstract thinking (Bannister & Connolly, 2012).

The lack of optimal public services in the regions, among others, is caused by unclear regulatory factors in the realm of the division of tasks between regional and central governments (Setiawan & Santoso, 2015). As the legal basis for regional autonomy in Indonesia today, Law Number 32 of 2004 concerning Regional Government does not yet regulate a clear division between the central, provincial, and district or city governments, in dealing with an affair, so what happens is that there is a tendency for mutual claims. between government institutions above and below (Sri & Melissa, 2012). The bad impact of the unclear division of tasks, causing overlapping or neglect of an affair, causing public services to not run optimally (Gafar, 2017).

Public services or public services in wikipedia can be defined as all forms of services, both in the form of public goods and public services which in principle are the responsibility and are carried out by government agencies at the center, in the regions, and within the State-Owned Enterprises or Business



Entities (Hardjaloka, 2014). Owned by the Region, in the context of efforts to meet the needs of the community as well as in the context of implementing the provisions of laws and regulations. The definition of public services in Law Number 25 of 2009 concerning Public Services, is affirmed in Article 1 point 1, namely "public services are activities or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods,

Electronic Government (E-Government) is a modern interaction mechanism between the government and the community and other interested parties that involves the use of information technology (especially the Internet) with the aim of improving the quality of services that have been running for the better. The development of e-government is an effort to develop government administration based on (using) electronics in order to improve the quality of public services effectively and efficiently. Through the development of e-government, management systems and work processes are arranged in the government environment by optimizing the use of information technology. Utilization of information technology includes 2 (two) related activities, namely data processing, information management (Sosiawan, 2015).

the establishment of a transparent and efficient management system and work process as well as facilitating transactions and services between government agencies. Furthermore, building e-government is not only building data and information communication infrastructure, but also means building application system infrastructure, standardizing meta data, developing human resources, developing procedures, policies and regulations (Napitupulu, 2017).

Utilization or development of e-government is an effort to support the performance of the government based on electronics in the context of implementing and improving the quality of services to the community effectively and efficiently. Through the development and implementation of e-government, management systems and work processes are arranged in government agencies, especially agencies that carry out public service functions, with the passage of e-government, it is hoped that all activities of government organizations can be carried out electronically so as to facilitate policy and service functions the implementation of this e-government concept is a shared responsibility, meaning that it is not only the government but also the participation of the community (share goals).

2. Research Method

This study uses a qualitative approach with a systematic literature study method. Literature review aims to analyze and synthesize existing knowledge related to the topic to be studied to find empty space for the research to be carried out. The more detailed objectives described by Silalahi (2006) are (1) to provide a theoretical background/base for the research to be carried out, (2) to study the depth or breadth of existing research related to the topic to be studied and (3) to answer the following questions: practical questions with an understanding of what has been produced by previous research.

3. Research Results and Discussion

Technology is a form of development. All humans on earth are forced to open their eyes to technological changes that are so fast and affect all aspects of life. Undeniably, technological advances accelerate everything, including public services. It is no secret that public services in this country can be said to be far from being burnt. Fast only for certain parties. The existence of technology is expected to be the answer to generalize the speed of service.

State service to its citizens is a mandate contained in the 1945 Constitution of the Unitary State of the Republic of Indonesia (UUD 1945) and clarified again in Law Number 25 Year 2009 concerning Public Services (Public Service Law). The Law on Public Services regulates the principles of good governance so that government functions can run effectively. Public services are carried out by government agencies or corporations to strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, increase environmental protection, be wise in the use of natural resources, deepen trust in government and public administration.

All human countries have carried out public services that rely on communication and information technology. This means that all public service processes can be accessed by all citizens in an integrated manner quickly. This service system is known as an electronic government system (e-government system). The main purpose of implementing an e-government system is to create good governance, where government



services are transparent, accountable, and free of corruption. The e-government system is essentially a process of utilizing communication and information technology as a tool to help run the government system and public services more effectively and efficiently. In its implementation, the e-government system refers to two things (Jurriens& Tapsell, 2017).

Presidential Instruction No. 3 of 2003 on national policies and strategies for the development of E-government is undeniably a good wind for the application of information and communication technology in government. What is the E-government development strategy like?

In the attachment to the Presidential Instruction on E-Government, six strategies have been developed by the government in achieving the strategic objectives of e-government. Among others:

- a. The first strategy is to develop a reliable, trusted and affordable service system for the wider community. The targets include, among others, the expansion and improvement of the quality of communication networks to all regions of the country at affordable rates. Another target is the establishment of information portals and public services that can integrate management systems and work processes of government agencies.
- b. The second strategy is to organize the system and work processes of the government and autonomous regional governments in a holistic manner. With this strategy, the government wants to organize the management system and government work procedures so that they can adopt advances in information technology quickly.
- c. The third strategy is to utilize information technology optimally. The target to be achieved is standardization related to interoperability of exchange and transaction of information between government portals. Standardization and procedures related to the management of electronic documents and information. Development of basic applications such as e-billing, e-procurement, e-reporting that can be utilized by every government site to ensure the security of information transactions and public services. Another target is the development of intra-government networks.
- d. The fourth strategy is to increase the participation of the business world and develop the telecommunications and information technology industry. The target to be achieved is the participation of the business world in accelerating the achievement of e-government strategic goals. That means, the development of public services does not need to be fully served by the government.
- e. The fifth strategy is to develop human resource capacity, both in the government and autonomous regional governments, accompanied by increasing community e-literacy.
- f. The sixth strategy is to carry out development systematically through realistic and measurable stages. In the development of e-government, it can be carried out at four levels, namely, preparation, maturation, consolidation and utilization.

The E-Government stage according to Presidential Instruction No. 3 of 2003 concerning national development policies and strategies, that the implementation of E-Government can be carried out through the following levels:

- a. The level of preparation which includes: Creating an information site in each institution; HR preparation; Preparation of easy access facilities, for example providing Multipurpose Community Center, Wernet, etc.; Dissemination of information sites both for internal and for the public
- b. Maturation level which includes: Creating an interactive public information site; Creating interfaces for connectivity between other institutions.
- c. The level of consolidation which includes: Creation of a public service transaction site; Making application and data interoperability with other institutions.
- d. Utilization level which includes: Application development for integrated G2G (Government To Government), G2B (Government To Business) and G2C (Government To Citizen) services.

The stages of development of the implementation of E-Government in Indonesia According to Nugroho (2007), the stages of development of the implementation of E-Government in Indonesia are divided into four:

- a. Web Presence, which brings up local websites on the internet. In this stage, the basic information needed by the community is displayed on the government website.
- b. Interaction, which is a regional web that provides interaction facilities between the community and the Regional Government. In this stage, the information displayed is more varied, such as download facilities and E-mail communication on the government website.
- c. Transaction, which is a regional web which in addition to having interaction facilities is also equipped with public service transaction facilities from the government.

- d. Transformation, namely in this case government services are increasing in an integrated manner. Washtenaw County's E-Government Initiative Phase Washtenaw County divides existing e-Government initiatives into three major stages, namely: e-Information, e-Commerce and e-Democracy (Kinney, 2001). These three types of initiative classification constitute three major phases of e-Government development.
- a. e-Information The concept of e-Information is related to the objective of how all government stakeholders, especially those related to public services, can on the one hand provide and on the other hand access information quickly and accurately through various access channels. These access channels can be traditional communication channels such as offices, telephone, fax, and others in part or through information technology media such as the internet, call centers, web-TV, PDA (Personal Digital Assistant), and others. The e-government application development program at this stage usually begins by building a website that contains information about various things needed by the community, which should be the government's duty to provide it. With this website, it is hoped that the public can independently search for the data and information they need, as well as enable interactive communication between them and the government who built the website. In more complex applications, usually the website has become a knowledge portal in which it does not only contain data and information needed by the community, but furthermore contains various important knowledge that can improve the quality of life of the community directly or indirectly. .
 - b. e-Commerce At the e-Commerce stage, the concept of existing services does not only stop at the exchange of information between the community and the government, but further involves a number of transaction processes for the exchange of goods and/or services. People who so far need to physically visit government offices for various licensing processes and various payments, such as making Identity Cards, Driving Permits, Depositing Land and Building Taxes, and others now do not need to travel anymore because all these things can done from home by using the internet.
 - c. e-Democracy At the e-Democracy stage, there is a conducive environment for the government, people's representatives, political parties, and their constituents to communicate with each other, collaborate, and cooperate through a number of interaction processes through internet media. In this regard, the public can express their assessments and views on the government's performance and express their opinions freely to the representatives of the people online by using facilities such as e-mail, mailing lists, discussion/forums, chats, and polls. The final direction of development is how to build a general election system that can be done online. With this intensive and open political communication, it is hoped that it will help promote the democratic process in the country concerned. These three phases need to be carried out one by one sequentially because one phase is the basis for the development of the next phase. The toughest phase, of course, is the third phase, which requires not only a strong information technology infrastructure, but also a major cultural change in society.

4. Conclusions

The e-government system provided by local governments, especially online licensing, needs to be appreciated and supported by all parties. This is an important breakthrough for improving the quality of government services. The results of this study indicate that this system according to its users is a good system and can be said to be successful.

The results of the study stated that they were satisfied with this system and felt the benefits. Although this system received a positive response from its users, the lack of socialization from the local government caused a lack of public knowledge of the existence of this system. Furthermore, the lack of public knowledge has resulted in few users of the online licensing system. Therefore, local governments must increase the socialization of the existence of this system and improve its quality continuously. The perception that the public is not ready for an online system for licensing owned by some local government officials must be abolished. On the other hand, this online licensing system can also change people's perceptions that government bureaucracy must be complicated.

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