



Application of E-Government in Public Service in Biawao Village, Gorontalo City

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Article Info

Article history:

Received 3 March 2022

Received in revised form 24 March 2022

Accepted 29 March 2022

Keywords:

Implementation

E-Government

Public Services

Abstract

This study aims to determine the application of E-Government in public services in Biawao Village, Kota Selatan District, Gorontalo City. The research method uses qualitative types. The results showed that the application of E-Government in public services in Biawao Village, Kota Selatan District, Gorontalo City was measured by 4 (four) indicators, namely indicators of benefits, efficiency, participation and transparency were not optimal. This can be seen from the minimal use of online-based public services, the low enthusiasm of the public in using online-based public services and the limitations on applications that are not able to answer the needs and complaints of people via online.

Introduction

In the development of e-government, it can be carried out at four levels, namely, preparation, maturation, consolidation and utilization. In order to meet the community's need for actual information entering the era of globalization, it is necessary to have integration and synergy from all state administrators in development, advances in information technology have an impact on changing patterns of community activities that are oriented towards convenience in various activities by using more modern information facilities as a source of information. the impact of these desires and changes. The development of information technology such as internet access (cyber) as a means of global information where the cyber world can be regarded as a world encyclopedia which is the center of all efficient and effective worldwide information. Internet access which is currently easy to do and able to reach the whole world makes the use of sites for local governments more global where local governments can explain the potentials of their regions and provide easier and more efficient services to the community.

Services that are more effective and efficient are essentially aimed at meeting the public's need for accurate information presented in various forms. Humans in receiving information always use their five senses, so even this service seeks to present information in a combination of images, graphics, text, and sound (multimedia). Therefore, the use of various media as input data or output information from this combination of telecommunication and computerized equipment becomes a necessity. In this case, electronic government has become an inseparable part of government in many countries, including in Indonesia.

The new advances that IT continues to make have become the main trigger for the development of electronic government (Margetts & Dunleavy, 2013). The estuary of developing electronic government anywhere is aimed at improving good governance. Improving the effectiveness and efficiency of work in government institutions. but more importantly, through electronic government, the government can provide services to the public in a transparent manner. Services through this website, can be in the form of services between government agencies

themselves, from the government to the business world, and from the government to the community (Palvia & Sharma, 2007). The content also varies.

For example, in Gorontalo Province, especially in Gorontalo City, where the One Roof Service System (SINTAP) has been formed, since several years ago it has provided the best service to the community with a one-stop service management information system, quickly, cheaply and transparently, the electronic government program there serves the community in all aspects, starting from birth, ID cards, land certificates, tax levies, as well as providing information about the potential possessed by the City of Gorontalo, and so on. The emergence of management information systems along with technological advances, especially information technology, such as computerized systems in all fields and types of work which is a demand that inevitably must be done as soon as possible to be able to obtain fast and accurate data so that data decision making is carried out correctly and orderly. For example, the importance of processing information and presenting accurate and fast data to the government in determining an area designation, urban (regional) planning for office development facilities, housing, hotels, commercial centers, industrial/factory areas, agriculture, regional boundaries and other public facilities. which is a government asset.

By using information technology systems, the government can optimize the use of advances in information technology to eliminate bureaucratic organizational barriers, as well as establish a network of management systems and work processes that allow government agencies to work in an integrated manner to simplify access to all information and public services that must be provided. by the government. Thus, all state institutions, the public, the business world, and other interested parties can make optimal use of government information and services at any time. An information system can basically make a system more efficient, for example, online ID cards, online taxes, online licensing and so on.

The logical consequence of efficiency is to make the system more transparent, easier to audit, more difficult to corrupt, although it also brings with it several other sometimes painful impacts, namely by cutting down bureaucratic tables, reducing the need for civil servants and encouraging a more professional stratum of civil servants. The concept of e-government is applied with the aim that the government's relationship with the community and with business people can take place efficiently, effectively and economically (Evans & Yen, 2006). This is necessary considering the dynamics of community movement at this time, so that the government must be able to adjust its functions within the state, so that people can enjoy their rights and carry out their obligations comfortably and safely, all of which can be achieved by revamping the system from the government itself, and e-government. is one way.

In addition, the purpose of implementing e-government is to achieve good governance. The definition of good governance (good governance) according to UNDP as stated in the UNDP Policy Document published in January 1997 with the title "Government Supports Sustainable Human Development", is: "the use of economic, political and administrative authority to manage affairs state affairs at all levels. Governance concerns all the mechanisms, processes and institutions through which citizens and community groups express their interests, exercise legal rights, fulfill obligations and bridge differences between them."

But talking about e-government does not mean just implementing an electronic government system or in other words system automation, but has a deeper understanding than that. The first thing that must be seen is how the government system works before implementing e-government, because to run e-government, a good, organized and synergized information system is needed from each government agency, so that from all of it, an information system that can be obtained can be obtained. bind up with good. Because with such an information

system it will be easier for the government to carry out its functions to the community. Meanwhile, to realize a good, orderly and synergistic information system between government institutions, the information system of each government institution must meet an information system standard, where this standard includes minimum requirements for the factors of the information system.

An article on the implementation of e-government was once done by Emilsyah Nur with a research locus at the Palu City Government. The results of his research show that the Palu City Government has implemented e-government as mandated by the Presidential Instruction in its government environment. However, the implementation in the field is very unsatisfactory. The people who are the targets of the implementation of e-government in Palu City are still not touched at all, especially in supporting the quality of service in every SKPD in Palu City.

A similar study was also conducted by Yogis Kharisma Nugroho, 2014. with the research title "Implementation of E-Government at the Communication and Information Office of Pringsewu Regency. The results showed that the implementation of e-government at the Department of Communication and Information of Pringsewu Regency had not run optimally, this was due to several reasons which later became obstacles to the implementation of the e-government. The obstacles that hinder the implementation of e-government in Pringsewu Regency, namely (1) Joint Study Forum, (2) Absence of Regional Level Regulations, (3) and Organization of the Implementing Team.

As for the difference with the previous article, it lies in the indicators used by the author which are the benchmarks for the success of the implementation of E-Government in Biawao Village, South City District, Gorontalo City. Where in this article uses indicators of benefits, efficiency, participation and transparency.

Based on the author's initial observations, it shows that the implementation of the e-government system, especially in Gorontalo City, has not been fully running well. As a city that has the slogan "Smart City", it appears that the e-government system is still only the government's wishful thinking. In fact, almost all bureaucratic services under the auspices of the Gorontalo City Government still use conventional systems or manual systems, as happened at the Biawao Sub-District Office, South City District. This can be seen from the use of facilities and infrastructure that are not yet based on IT so that almost every public service is still done manually. Furthermore, the human resources or employees in the Biawao Sub-District office, Kota Selatan District tend to be unprepared to use IT-based services on the grounds of inadequate human resources or staff capabilities, the low level of education of the apparatus and the absence of officers who have special skills to operate IT-based office facilities such as websites. Finally, almost most of the apparatus in the Biawao Sub-district office, South City District, do not understand and do not know about the existence of e-government.

Methods

In this research, the type of research used by the researcher is descriptive research with a qualitative approach. Sugiyono (2013); descriptive research is research that serves to describe or provide an overview of the object under study through sample or population data. While the qualitative approach is a research method carried out to explore data based on what is said, felt and done by the informant or data source, and is "emic perspective" meaning that the data obtained is not based on what the researcher thinks, but based on the symptoms as they occur. in the field, experienced, felt, and thought by the informant/participant.

By looking at the use of the approach and type of research in this study, the presence of the researcher is the main instrument that must blend in with the research environment. In this case,

the researcher immediately examines and analyzes data sources related to the research problem so that the results of the preparation of the research will be accurate. The presence of the researcher himself at the research location begins with conducting a research design and selecting a location as an object as the locus that has problems.

Sarwono (2006) Based on the source, research data can be grouped into two types, namely primary and secondary. The data collection procedures in this study include; observation, interview, and documentation.

Results and Discussion

Bearing in mind that the rapid advancement of communication and information technology and the potential for its widespread use, it opens up opportunities for fast and accurate access, management and utilization of large volumes of information. In accordance with Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development, it is stated that the use of information and communication technology in the government process will increase efficiency, effectiveness, transparency and accountability of government administration. As well as to organize good governance and improve effective and efficient public services, it is necessary to have policies and strategies for developing and implementing good e-Government.

To realize this, especially in the implementation of e-Government in government agencies, the government must be responsible for being able to do these things in order to improve the process of effective and efficient service to the community. This is expected to improve the quality of services provided to the community, not least for the people of Biawao Village to get online-based services.

The following is a description of the discussion related to the implementation of e-Government in public services at the Biawao Village Office, South City District, Gorontalo City. This study uses the theory of Indrajit (2005;43) which says that there are 4 (four) dimensions of e-Government implementation, namely; benefits, efficiency, participation, and transparency.

Benefit

In the Indonesian Language Dictionary benefits are the benefits of an activity, profit or profit. So it can be said that the benefits obtained will certainly cause changes to a certain function in an institution. The benefit dimension relates to the quality and quantity of services provided and how people benefit from these services. The criteria in this benefit dimension are as follows; (a) the scope of services already implemented; (b) how these services can be accessed in a one stop shop from one portal to various services, and; (c) ease of use in obtaining the service.

The benefits in this research are the birth of a benefit from the application of e-Government in public services at the Biawao Village Office, South City District, Gorontalo City. Based on the results of the research and analysis of the authors, it can be seen that the dimensions of the benefits of implementing e-Government in public services at the Biawao Village Office are not optimal. This can be seen from the lack of use of online-based public services in Biawao Village so that the benefits of implementing e-Government have not been felt by the Biawao community.

Efficiency

The word efficiency is generally related to the minimum number of resources sacrificed to achieve maximum results. According to the Big Indonesian Dictionary efficiency is defined as the correct way of doing something. Efficiency is a measure of the success of an activity that

is assessed based on the amount of costs / resources used to achieve the desired results. In this case, the fewer resources are used to achieve the expected results, the more efficient the process can be. An activity can be said to be efficient if there is an improvement in the process, for example being faster or cheaper.

The efficiency dimension relates to how technology can speed up processes and improve service quality. The criteria for the efficiency dimension are; (a) availability of process architecture, application, database that can run well when needed; (b) good resource and financial planning; (c) maximum utilization of information technology in all aspects, and; (d) the quality and scope of training for staff and employees.

The efficiency referred to in this study is related to how technology can speed up the process and improve the quality of public services in the Biawao Village Office, South City District, Gorontalo City. Based on the results of the research and analysis of the authors, it can be seen that the dimensions of the efficiency of the implementation of e-Government in public services at the Biawao Village Office are not optimal. This can be seen from the enthusiasm of the Biawao Village community in using public services in old or conventional ways.

Participation

Participation actually comes from English, namely from the word "participation" which can be interpreted as an activity to arouse feelings and be included or take part in the activities of an organization. In relation to community participation in development, participation is active community involvement or participation can mean involvement in the process of determining the direction of the development policy strategy implemented by the government.

To realize the success of development, the initiative and creativity of community members are born from awareness and responsibility as human beings who live in society and are expected to grow and develop as a participation. In relation to community participation in development. Participation is an active community involvement, the community can also be involved in the process of determining direction, development policy strategies implemented by the government. This is especially true in the political process as well as in the social process, the relationship between interest groups in society so that it gets support in its implementation. According to Slamet in (Suryono 2001) community participation in development is defined as community participation in development, participating in development activities and participating in utilizing and participating in enjoying the results of development.

The participatory dimension relates to the question of whether the public services provided provide broad opportunities for the community to participate in the delivery of opinions and the decision-making process (Church et al., 2002). Some of the criteria in this dimension such as; (a) direct public access to interested persons via the web; (b) consideration of community feedback and wishes; (c) community influence and involvement in decision-making; (d) the possibility to debate topics that concern the general public.

The participation intended in this research is the involvement of the Biawao Village community in the implementation of e-Government-based public services. Based on the results of the research and analysis of the authors, it can be seen that the dimensions of participation in the implementation of e-Government in public services at the Biawao Village Office are not optimal. This can be seen from the low enthusiasm of the Biawao Village community in using online-based public services.

Transparency

Transparency, in short, is openness. In political terms it means openness and accountability. This term is a metaphorical extension of the meaning used in physics, namely a transparent

object or an object that can be seen through. Transparent rules and procedures are usually put in place to hold government officials accountable and to combat corruption in the positions they hold. If every government meeting is open to the public and the mass media, if budgets and financial reports can be checked by anyone, if laws, regulations and decisions are open for discussion, everything will appear transparent and the government will be less likely to misuse it for its own interests.

In this dimension, transparency is directed at the government to disclose the widest possible information to the public. This dimension contains criteria such as; (a) the amount of information released by the government in the decision-making process; (b) information on the status of the application submitted by the community, whether the public, for example, can ask and know directly whether the application has been approved or not.

The transparency referred to in this study is the disclosure of information by the Biawao Village Government in the implementation of e-Government-based public services. Based on the results of the research and analysis of the authors, it can be seen that the dimensions of transparency in the implementation of e-Government in public services at the Biawao Village Office are not optimal. This can be seen from the limitations of the application which is unable to answer the needs and complaints of the public via online.

Conclusion

Based on the results of the research and discussion above, it is then concluded that the implementation of E-Government in public services in Biawao Village, South City District, Gorontalo City as measured by 4 (four) indicators, namely indicators of benefit, efficiency, participation and transparency shows that 3 (three) indicators, namely indicators of benefits, efficiency, and transparency are optimal. Meanwhile, 1 (one) indicator, namely the participation indicator, has not run optimally. Based on the results of the research and the conclusions above, the following suggestions are offered by the researchers for consideration;

Improved communication and coordination must be carried out by the Village Government and the community and discuss the implementation of an online-based public service system. The need to prepare infrastructure/infrastructure to support online-based services to the community. Procurement of employees or staff, especially experts in the field of information technology. It is necessary to increase socialization activities in order to invite the whole community to be involved in online-based public services.

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