

Human Resources Readiness for Policies Electronic Government Online Licensing Services at the Investment Service and One-Door Integrated Services (DPMPTSP) East Luwu District

Haerullah*, Fatmawati, Lukman Hakim, Muhlis Madani

University of Muhammadiyah Makassar, Makassar, Indonesia

ABSTRACT

Reform of public services with a new mechanism of interaction between the government and society with changes in the service system that involve the public in decision-making. The purpose of this study is to analyze the readiness of human resource development in electronic government-based licensing services, constraints in their application, and find an electronic government development model in order to improve the quality of licensing services at the East Luwu Eats Investment and One-Stop Integrated Service (DPMPTSP) Office, using descriptive. Qualitative research methods. The results showed that the policy model for developing electronic government-based licensing services at DPMPTSP Eats Luwu Timur is at the transaction level, even though it is at the transaction level, but the support of service users in developing e-government-based services is still low, therefore, there is a need for collaboration and integration between the government, the community and related stakeholders in developing and optimizing the use of electronic government in East Luwu district government environment by developing a government-based electronic service model, people can be active participate in the policy formulation process, without being limited by time and space.

Keywords:

Readiness, Human resources, e-Government

Corresponding Author:

Haerullah ,

Student Masters in Public Administration, University of Muhammadiyah Makassar, City Makassar, Indonesia

Email: haerullah.kapda@gmail.com

1. INTRODUCTION

The current era of the industrial revolution 5.0 is marked by very attractive global competition with very tight competition so that it becomes study material for the development of human resources in a company/institution/organization [1]. The Indonesian government seeks to increase the efficiency of business activities by accelerating the implementation of development in the field of information and communication technology as stipulated in Government Regulation Number 24 of 2018 concerning Electronically Integrated Business Licensing Services. Based on this policy, all business licensing services are integrated by the central government through 1 (one) Online Single Submission (OSS) Electronic Business Licensing System and sincatk [2].

In addition to government regulations, public services are also regulated in Law Number 25 of 2009 concerning Public Services requires a service that is based on the public interest, legal certainty, equal rights, participatory, professional, non-discriminatory, transparent, accountable, fast, easy, and affordable, all of which can be achieved if the governance process implements information and communication technology-based systems, supported by the issuance of Law Number 14 of 2008 concerning Public Information Disclosure, which requires the provision of easy, open and transparent access to information in governance governance[3].

Presidential Regulation Number 97 of 2014 concerning the Implementation of One-Stop Integrated Services states that One-Stop Integrated Services, hereinafter abbreviated as PTSP, are integrated services in a single process starting from the application stage to the completion of service products through one door [4].. As in this research that examines and analyzes *e-government* which has an impact on change management systems (*change management*) from conventional services to electronic-based service systems. The novelty in this study that distinguishes it from previous research lies in the research approach and the variables studied. The approach in this study is more directed at developing human resource competencies in *e-government* through licensing services, namely by examining *e-government* that is applied to increasing human resource competencies



in electronic government innovation licensing services at the Investment Service and One-Stop Integrated Services (DPMPTSP) East Luwu Regency by mapping through variable indicators that support competency development to deal with e- service services, and focusing on strategic plans for systems and information technology in the development of *e- government*. Referring to the Competence of Human Resources for Government Electronic Innovation through licensing services at the East Luwu Regency Investment and One-Stop Services Office (DPMPTSP) [5]. In this case developing an electronic-based system through the use of online media, with the aim that the public can easily gain access to information. , save time and costs in government services, and participate democratically through online media. Various services that have been developed on the website for innovation at DPMPTSP of East Luwu Regency include: news about activities carried out by the agency, activity agenda, contact information, statistics, online permits, types and licensing requirements, complaints, customer surveys [6].. However, the phenomenon in the field shows that the implementation of the development of *e-government* at the District Investment and One-Stop Service Office has not run optimally but still needs to be developed, the *e-government* that is applied which should be able to improve government services to its people, but in reality it has not significantly touched by users of licensing services, especially the people of East Luwu Regency, this has been proven since it was implemented in early January 2019, only some can access it online. We as researchers often hear issues and information that there are still many people who are dissatisfied with services so that the results of licensing services are not *optimal* . by HR to manage the website on *Electronic-Government innovation*, (2) there is still a lack of information technology infrastructure (data infrastructure, legal infrastructure and institutional infrastructure) in the development of Electronic Government Innovation Through Licensing Services; (3) licensing arrangements are not timely, (4) Online licensing service facilities cannot be used optimally by the community as users of online service services. (5) there are still public officials who do not understand the importance of *e-Gov* for the life of government and public services; and (6) there are still public officials who are reluctant to provide information data to the public in the form of *online* (related to transparency issues). Departing from issues and information on dissatisfaction by service users or not meeting expectations with the initial goal of the emergence of electronic government innovation for timely licensing services and facilitating service delivery [7]. So this is what is interesting for us as researchers to conduct research to determine the potential of human resources both from employees of the One-Stop Investment and Integrated Services Service (DPMPTSP) of East Luwu Regency and the people of East Luwu as users of this innovation. In order to find out the constraints and success factors in using licensing services online. E-Government is short for electronic government. E-Government is commonly known as e-gov, digital government, online government or transformation government. E-Government is an effort to develop electronic-based governance. An arrangement of management systems and work processes within the government by optimizing the use of information and communication technology.

2. RESEARCH METHOD

Methods The research method used in this research is descriptive qualitative, which emphasizes the analysis of the information obtained, the data collected is not in quantitative form, the data the author obtained from direct observation to the research location, field notes from researchers, data also obtained by direct discussion with Informants, the informants in this study consisted of elements of the government as providers of online licensing services, and community service users. In addition, data collection is also carried out through documentation, as well as other sources that support research results. By using data analysis techniques from Miles and Huberman, namely data condensation, data presentation, and conclusion drawing and further verification which are carried out simultaneously [8]. This research was conducted at the Investment Service and One Stop Integrated Services Office of East Luwu district, the reason for choosing the location was because DPMPTSP won the second best title after Palu in terms of Public Services, and became a recommendation from the KPK if there were government agencies that wished to conduct a comparative study regarding public services in in terms of transparency, so that researchers are interested in examining the *e- government* that is applied to internal governance licensing services in East Luwu Regency.

3. RESULT AND DISCUSSION

E-Government is the use of information technology by the government to provide information and services for its citizens, business affairs, and other matters relating to government. e-Government can be applied to legislative, judicial, or public administration, to improve internal efficiency, deliver public services, or democratic governance processes. There are three E-Government delivery models, including:

1. Government-to-Citizen or Government-to-Customer (G2C) Is a one-way delivery of public services and information by the government to the community, Enables the exchange of information and communication between the public and the government, for example G2C: Tax online, Job search, Social Security Services, Personal documents (Birth and Marriage Certificates, Passport Applications, Referrer's Licenses), Immigration services, Health services, Scholarships, disaster relief.
2. Government-to-Business (G2B) are electronic transactions where the government provides various information needed by businesses. to deal with the government. Leading to the marketing of products and services to the government to help the government become more efficient through improving business processes and electronic data management. Applications that facilitate G2B and B2G interactions are e-procurement systems.
3. Government-to-Government (G2G) Enables online communication and information exchange between departments or government agencies through an integrated database.

A. The Benefits of E-Government for the people

1. Better service to the community. Information can be provided 24 hours, 7 days a week, without having to wait for the office to open. Information can be sought from the office, home, without having to physically come to a government office.
2. Improving the relationship between the government, business people, and the general public. With openness, it is hoped that relations between various parties will be better.
3. Community empowerment through easily accessible information. With sufficient information, people will learn to be able to make their choices. For example, data about schools; the number of classes, student capacity, passing grade, and so on, can be displayed online and used by parents to choose the right school for their child.
4. The implementation of a more efficient government . For example, government coordination can be done via e-mail or even video conferencing.
5. Information and Communication Technology developed in government or what is called e-government makes it easier for people to access government policies so that programs launched by the government can run smoothly.
6. e-government can also support more efficient government management, and can improve communication between the government and the business and industrial sectors.
7. The community can provide input regarding policies made by the government so that they can improve the performance of the government⁸. In addition to the attractive appearance and color combination, the information presented is very complete and up to date.
8. There is transportation information, foreign exchange information, as well as information about the water level.
9. This website covers many aspects such as legal, religious, social and cultural, business and its business area, education, and so on.

B. Disadvantages of E-Government for the people

1. The more free the public is to access government websites, the more opportunities for cybercrime to occur which can damage the ICT system in e-government. For example, the case of the breaking into the KPU website during the election by a cracker.
2. Lack of interaction or communication between the admin (government) and the community, because e-government is made for mutual interaction between the government, the community and other interested parties.
3. The main drawbacks about e-government are the lack of equity in public access to the internet, reliability of information on the web, and hidden agendas of government groups that can influence and bias public opinion.
4. The services provided by government sites have not been supported by an effective management system and work process due to the readiness of regulations, procedures and human resource limitations which greatly limit the penetration of computerization into the government X
5. System separately, thus a number of factors such as standardization, information security, authentication, and various basic applications that enable interoperability between sites in a reliable, safe, and reliable manner receive.

Public licensing according to the decision of the Minister for Administrative Reform, namely:

1. Functional, namely the pattern of public services by service providers in accordance with their duties, functions and authorities.
2. Centralized, namely the pattern of public services provided singly by the service provider based on the delegation of authority from the implementation of other related services concerned.
3. Integrated.
Integrated Services are divided into two, namely:
 - a. One-Stop Integrated, is a pattern of services where services are held under one roof or one place, which includes various types of services that have no process linkages and are served through several doors.
 - b. One Door Integrated, is a pattern of services where services are held under one roof or one place, which includes various types of services that have process linkages and are served through one door.
4. Task Force, is a public service officer individually or in the form of a task force placed in a service provider agency. Based on economic reasons, it is divided into:
 - a. Profit Oriented Services, namely services aimed at seeking maximum profit. Conducted by BUMN / BUMD with state-owned capital and seeking large profits, with the rules and service standards of the private business world.
 - b. Service as a tax instrument, which is realized by granting land and building rights, management rights that are subject to taxes or levies.

Profit Oriented Number Services, namely services that do not seek profit in the form of money. In addition to improving quality, DPMPTSP of East Luwu Regency also disseminates a lot of the types of services available so that more people know about them. Apart from disseminating service information, customer satisfaction, which incidentally is a resident of East Luwu Regency itself, as well as investors who want to invest in this ideal city with a population of 304,727, then improving service quality is also the main concern of the office located in the Malili sub-district. The types of services from DPMPTSP East Luwu Regency that can be found in this service are Investment Permits, Building Construction Permits (IMB), Construction Services Business Permits, Environmental Permits, Environmental Protection and Management Permits, Permits for People Transportation Routes, Trading Business Permits, Industrial Business Permits, Permits for Organizing Early Childhood Education, Basic and Non-formal Education by the Community, Fisheries Business Permits, Health Facility Permits, Health Workers Permits, Health-Related Business Permits, Location Permits for SIUP Alcoholic Beverages B and C, Permits for People's Market Management, Central Shopping and Modern Stores, Research Permits, Advertising Permits, Telecommunication Tower Permits, Micro and Small Business Permits, Certificates of Building Function Worthiness, Certificates of Home Industry Food Production, Company Registration Certificates, Information Services and Complaint Services.

C. E-Government Model Development Policy

In the framework of the effectiveness of the implementation of licensing services, East Luwu Regency DPMPTSP in carrying out Workshop activities for Preparation of Standard Operating Procedures (SOP) for licensing services which will later be applied in licensing management. This activity was carried out in the DPMPTSP meeting room and was attended by structural officials and DPMPTSP East Luwu staff along with several delegates from technical agencies related to licensing. The Adil Sejahtera Foundation (YAS) as a companion institution through a program to improve and improve the quality of licensing services in East Luwu participated as a resource person and also a facilitator in this activity. The guidelines for preparing this SOP refer to Minister of Administrative and Bureaucratic Reform Regulation Number 35 of 2012 which is collaborated with the latest regulation regarding One-Stop Integrated Services, namely Permendagri Number 138 of 2017. The SOP that will be prepared is Macro SOP regarding the management of each permit and non-permit. as well as micro SOP. After this SOP has been ratified and stipulated by the East Luwu Regent, it will be followed up with the preparation of Service Standards (SP) for each permit and non-permit to set standards for time, cost, and permit requirements as mandated by Law Number 25 of 2009 concerning Public Services. This vision means that in 2021 East Luwu is a leading region compared to other regencies/cities in the South Sulawesi Province region. The aspects that are the hallmarks of the prominent East Luwu are the developed, prosperous and independent regions and people of East Luwu. In the treasures of regional languages, the condition is described in the phrase "Wanua Mappatuo Naewa i Alena". That is, "the country supports the people and strengthens itself". This advanced, prosperous and independent is achieved through the development of an integrated and sustainable people's economy based on the resources that this region has. Thus, the formulation of this vision statement contains three main visions, namely advanced, prosperous and independent. This means that East Luwu in 2023 will be

prominent compared to other regions in South Sulawesi in terms of progress, prosperity and independence. The general indicator as a leading region is the human development index (HDI) of East Luwu Regency, whose value is in the upper-middle category and compared to other regions in South Sulawesi, it is in the top three minimum position. The level of development of the e-government in DPMPTSP of East Luwu district, namely:

1. Publish

The first development stage is publish, the application of one-way communication, at this stage the East Luwu Regency DPMPTSP service provider publishes various data and information that it has to be accessible to the user community. At present, information technology-based licensing service information that can be accessed on the East Luwu Regency DPMPTSP website, namely: (1) Information, in the form of news and articles on activities carried out and will be carried out by the DPMPTSP Government of East Luwu Regency, provides important telephone information for people who need it, agenda and photos of activities, download local regulations, SK, regulations regarding permits, and profiles: vision and mission, organizational structure, main tasks and functions, and FAQs, (2) Services, in the form of information on types of licensing services that can be accessed, legal basis for services, requirements, service procedures, permit processing time, fees/retribution, service products, complaint management, all of which can be accessed through the website <http://mptsp.luwutimurkab.go.id>. This makes it easier for the user community to find the information needed without having to come to the office, just asking for licensing information or retribution fees, and being able to view licensing statistics and the number of website visitors. (3) Related links are: mptst.luwutimurkab.go.id, youtube DPMPTSP East Luwu district, Facebook DPMPT Luwu Timur, twitter @mptsp.luwutimurkab In developing the application of an electronic service system so that it can be accessed by all parties, the DPMPTSP of East Luwu Regency continues to socialize to the community, both manual socialization and socialization through print and electronic media, so that this service program can be understood, used, and utilized in accordance with the interests of society and the business world. One of the employees in the licensing services field explained that we have used various ways to socialize or inform the public about using online services, such as outreach to the Malili District, and distributing banners at each sub-district office in East Luwu, distributing flyers, preparing stand-up banners, newspapers, distribution of barcode stickers, dissemination of information through social media (facebook, youtube and twitter) and print media, with the hope that the people of East Luwu district can understand and know what we convey, then implement it.

2. Interact

The passive publish stage, during the Interact there is two-way communication between the government and interested communities. development model e-gov, the DPMPTSP of East Luwu district provides an application where the permit user community can carry out direct discussions by calling the service officer's contact number provided on the web, and indirect communication via e-mail, web Frequently Asked Questions (FAQ) if there are complaints, questions, criticisms and suggestions that want to be conveyed to the organizers. stage interact, the community can also fill out a community satisfaction survey provided on the web.

A desire based on togetherness to build a system into a powerful force in eliminating various suggestions and input from the community as service users. There are many suggestions that can be taken that are constructive in nature in improving the quality of services held by DPMPTSP in East Luwu district. Surveys are always held both online and distributing questionnaires to see the level of satisfaction of service users, besides that they can convey suggestions and criticisms from the public either via sms, telephone, website, email, suggestion box, and can even go directly to the complaint service, so that if there is service users who complain can immediately choose an alternative for submitting their complaint, and we will immediately convey it to the leadership, so that no party feels aggrieved by the services we provide.

Through interacting there is a two-way communication relationship between the government and the community, and there is a feedback response that occurs, so that the interaction or consultation process can provide input for the government in making a policy that is mutually beneficial and as evaluation material for improvement improvements. future service.

In carrying out the interaction process, it did not fully run smoothly, various obstacles were encountered by the government, namely educational background, culture, and the diverse interests of the community.

3. Transact

Development model e-gov at this stage which is implemented in the DPMPTSP of East Luwu district, there is a transaction process carried out between service providers and service users, the application is provided on the website www.mptsp.luwutimurkab.go.id namely: service permits, user communities can make new permits or license extensions via the website, without having to come to the office, user communities who want to carry out the process of making permits for example building permits, just register an account via the web that has been provided, then fills in and completes all the required files, and can check to what extent the permit letter has been made. Apart from that, you can

process transactions via an SMS gateway, and you no longer need to deal with service provider officers, so you can minimize extortion, which often happens.

The development of an e-government up to the transaction stage is not an easy matter, both in terms of service providers and beneficiaries. As stated by one DPMPTSP informant for East Luwu district, the provision of online-based services that we implement has reached the stage where people can apply for permits through the website, they can check the extent of the permits they have applied for, as well as licensing services that are subject to fees, and pay directly at the bank via the sms gateway sent by our officers. From the point of view of service providers, they have tried to improve services to the community, through service innovations that are implemented, but from a community perspective, the programs made are not in accordance with the needs of the people of East Luwu Regency at this time, as stated by informants at DPMPTSP, so far only a few people have carry out the permit service process via online, approximately ten people.

D. Constraints in e-Government in East Luwu Regency

The implementation of e-government cannot be successful without the support and commitment of local leaders as outlined in a policy. policy development model e-government in East Luwu Regency is inseparable from the constraints in its implementation, both in terms of service providers and service users. In general, the obstacles faced are related to supporting facilities and infrastructure. There is no free network that can be accessed by the people of East Luwu district. In addition to network problems, which sometimes errors, the obstacles we face when accessing permissions are the maintenance, and the system that does not confirm the user account that has been created. Meanwhile, in terms of service beneficiaries, namely the people who use permit services for the East Luwu district are still not familiar with the services that use them. From the description above, the obstacles in developing e-government in terms of online licensing at DPMPTSP of East Luwu Regency, namely:

1. There is no regulation of the District Government East Luwu, which requires each regional apparatus organization to implement an online-based service system, only refers to Presidential Decree No. 3 of 2003 which is the legal basis for all detailed technical policies in the field of e-government, and there is no law that reinforces the implementation of electronic services.
2. Technological immaturity in its application;
3. The culture of the people of East Luwu Regency who have not been responsive to technological changes, and are still comfortable with conventional service systems, compared to online services.
4. The level of education of the people who take care of online licensing services, the higher the level of education, the easier it is to access online services, and conversely, the lower the level of education of people who access online services, they prefer conventional services.
5. There are many service improvement innovations that are more in line with the needs of the people of East Luwu, compared to online-based services.
6. Hasty implementation without considering the needs of service users.

As released by the Nation Information Society Agency in [9] .factors that contribute to the failure of e- government in developing countries include:

1. Lack of agreement in the public administration system, namely internal rejection by the government
2. Lack of plans and the e-government strategy was introduced in halves
3. Lack of human resources, namely a lack of institutional and personal capacity development
4. There was no investment plan;
5. Lack of system and IT vendors
6. Too much emphasis on technology or technology-oriented implementation; and
7. Hasty implementation without sufficient preparation and testing.

Government policies e- to be implemented effectively, local governments are advised to accelerate the creation of laws and policies that support e-government in the regions, infrastructure development to create superior access to information, increase human resources in the use egov, and organizational development and governance to support the implementation of e-gov [10]. The development of e- government through online licensing services will only be successful if it can provide benefits between service providers and users, by developing an e-gov recommendation model that involves the government, community, private sector, and relevant stakeholders, and socializing the benefits of online services to the user community. service. Community culture and habits can be changed if service providers focus on educating the public by building and raising awareness between the public and business actors to want to use electronic services [11].

E. Recommendation Model Policy Electronic Government in East Luwu Regency Licensing Services

Online service system is a service system that changes service patterns, prioritizing the principles of transparency, accountability and community participation. The community is not only involved during the general election process, but also in various other government activities that have implications for the interests of the community. Utilization of information technology through online is a means of communication between the public and the government. E-government is the main choice in providing and introducing new forms of services that prioritize information technology [12].

Participation implemented by the government varies according to the conditions and needs of the local community. The form of participation implemented by east the luwu government emphasizes communication or interaction between the community, government and government employees and increasing community participation in the process of formulating policies according to aspirations and needs. In the concept of good governance what is required is participation, and the most obvious participation is communication. Communication means there is a process of transformation between the actors involved. Quoting the model of The Virtual Political System Norris [13].in the implementation of good governance the most important thing is the many sectors involved and interacting at the same or different levels and the importance of the democratic process with the aim of increasing community participation through information dissemination and conducting communication processes in policy determination [14]. an important aspect in policy formulation is the many actors involved and interacting in the policy making process. This model was adopted by researchers in the development of e-governance.development recommendation model e-government answers the problems faced by DPMPTSP of East Luwu Regency. The e-government was carried out at the East Luwu Regency licensing office, only the publish stage (one- way communication). The consultation and transaction stages have not been utilized, the difficulty is the difficulty for the East Luwu DPMPTSP to develop online-based services optimally, because online licensing services have not been able to provide benefits to service users because they are not in accordance with the needs and conditions of the local community, dissemination and dissemination of information that is not evenly distributed until to the level of sub-district, villages in East Luwu are also obstacles in optimizing the use of online services. The absence of interaction (two-way communication) results in the failure to achieve democratic services[15]. The challenges and obstacles faced by the government in implementing e-gov require innovation in developing e-gov, by collaborating between the government and the community or related stakeholders. Increasing community participation is carried out through innovation in the form of e- literacy by providing information technology infrastructure in a free, broad and equitable manner, with e- literacy also providing opportunities for the community to actively participate in the development of local government policies [16].) states that only access and diversity justice can be an approach to balance between the interests of citizens and the government, with justice, citizens have equal opportunities in voicing aspirations, with open access, people can have power, analyze, and provide ideas in policy making, the community can determine an approach that suits the needs of local people who have characteristics[17]. Transparency is intended by the government in its services to guarantee open access to information to the public, the public can interact in public spaces without being limited by space and time or limited by rules, so that with openness and access to information needed by the community using services, it can restore the public's trust that has been lost so far. to closed services that are governance [18]. Community interests are no longer seen as an aggregation of group or class interests but as the result of a joint dialogue in seeking shared values and interests.development policy E-government is a process that mutually influences one another, which is later expected with this linkage to form a new work system, namely collaboration between the community, government and private sector in improving the quality of service in a direction that is in accordance with the demands and needs of the community, by prioritizing the principles of transparency, accountability, participation, and providing opportunities for the public to participate in supervising and evaluating government performance, in creating public trust [19].

4. CONCLUSION

Policy model for *e-government* in DPMPTSP of East Luwu district is at the transaction level, but the support of the people of East Luwu district in the development and use of *e-government* is still low. Socialization that is not optimal in introducing the concept of *e-government* with its benefits among the community is the cause lack of people accessing online-based services. Socialization is only at the internal level, external socialization has not been optimized. Various obstacles were encountered in the development process in the community, such as East Luwu district government regulations that did not yet explicitly regulate the *e-government development framework*, the availability of budgets for e-government development was still minimal, culture, age, and community education level were also obstacles in developing the concept of e-government, as well as implementing the program without involving the community, so that the program created is not in accordance with the conditions and needs of the people of East Luwu district.

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