

Implementation of E-Government in Optimizing Indonesian Public Service

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Abstract: *In this digital era, technology is something that every individual must master. The rapid development of technology makes every individual have to adapt and innovate from time to time in various sectors, this must also be done by the government. E-government is a system utilizing technology used by the government in an effort to develop its government system, especially in public services to be more efficient. Indonesian has been about this system since 2001, when Presidential Instruction Number 6 of 2001 concerning Telematics; this instruction encourages parties in the government to utilize information and communication technology in supporting good governance and accelerating the democratic process. The n Presidential Instruction Number 3 of 2003 was issued as an official development of a more structured e-government. In practice, the development of the e-government system in Indonesia, especially in the public service sector, has not been “successful”. Therefore, this research aims to find out and recommend what needs to be done so that the e-government system in Indonesia can be said to be “successful”, especially for the public service sector in Indonesia, using the literature study method. The results show that Indonesia still needs to maximize a system that supports public services that can be reached by all elements of society, improve the quality of human resources by maximizing education, and allocate budgets so that the benefits of government can be felt by all elements of society.*

Keywords: *e-government, Indonesian, technology, government, public service.*

Abstrak: Di era digital ini, teknologi adalah sesuatu yang harus dikuasai tiap individu. Perkembangan teknologi yang berkembang pesat menjadikan setiap individu harus beradaptasi serta berinovasi dari waktu ke waktu diberbagai sektor, hal ini juga harus dilakukan oleh pemerintah. *E-government* adalah sebuah sistem memanfaatkan teknologi yang digunakan pemerintah dalam upaya mengembangkan sistem pemerintahannya terutama terhadap pelayanan publik agar lebih efisien. Indonesia telah mengenai sistem tersebut sejak tahun 2001, ketika Instruksi Presiden Nomor 6 Tahun 2001 tentang Telematika, instruksi ini mendorong pihak-pihak dalam pemerintahan untuk memanfaatkan tekonologi informasi dan komunikasi dalam mendukung *good governance* serta mempercepat proses demokrasi. Kemudian terbit Instruksi Presiden Nomor 3 Tahun 2003 sebagai pengembangan resmi *e-government* yang lebih terstruktur. Pada praktiknya, pengembangan sistem *e-government* Indonesia terutama pada sektor pelayanan publik belum dikatakan “sukses”. Maka dari itu, penelitian ini bertujuan untuk mengetahui dan merekomendasikan apa saja yang perlu dilakukan agar sistem *e-government* di Indonesia untuk dapat dikatakan “sukses” terutama terhadap sektor pelayanan publik di Indonesia, dengan menggunakan metode literatur studi. Hasilnya menunjukkan bahwa Indonesia masih perlu memaksimalkan sistem yang menunjang pelayanan publik yang dapat dijangkau oleh seluruh elemen masyarakat, meningkatkan kualitas sumber daya manusia

dengan memaksimalkan pendidikan, dan mengalokasikan anggaran agar manfaat *e-government* dapat dirasakan oleh seluruh elemen masyarakat.

Kata kunci: *e-government*, teknologi, pemerintah, pelayanan publik.

Introduction

Nowadays, the development of the digital era is getting faster; experts are always developing technology as a tool to simplify daily work. Because of this rapid technological development, we are required to quickly adapt to a life that is all digital. Likewise, with the government, the government needs to adapt and transition quickly to provide administrative systems and public services digitally. Therefore, the term electronic government or e-government emerged.

E-government is the use of technology by the government, especially in the form of web-based applications via the internet (web-based internet applications) in an effort to increase access and delivery of government information and public services for state colors, business partners, employees, other institutions, and government entities (Nurchoturnah, 2021) Basically, e-govermanent will make it easier for the government to communicate digitally with the public E-government will be very relevant if implemented in Indonesia because all people have the right to carry out all forms of communication with all types of channels available, this is explained in the 1945 Constitution Article 28F Therefore, the development off e-government in Indonesia is needed especially to optimize the public service sector.

Presidential Instruction No. 3 of 2003 on National Policy and Strategy for E-government Development explains that the development of e-government in Indonesia is carried out by organizing administrative systems and work procedures within the government by optimizing information technology The utilization of information technology includes electronic data and information management The utilization of advances in information technology aims to make public services accessible cleanly and cheaply to all people in various regions.

In its implementation in Indonesia, e-government is still not maximized. The implementation challenges are diverse, such as (1) there is no comprehensive distribution of infrastructure so that there are gaps between regions to implement e-government, (2) minimal data security so that government data is often leaked, (3) limited human resourcecapabilities for digitalization. Therefore, this article with the title "E-Goveminent Implementation in Optimang Public Services in Indonesia will examine more deeply what challenges still need to be resolved and provide recommendations to optimize e-government in Indonesia.

Research Methods

This research stage uses the literature study method, which includes 7 articles, 2 digital books, and one non-digital book, with a period of 1992 to 202.3. The literature study

method is a method of collecting previous research data from books, articles, and written works related to the research topic area. This method examines the relationship between variables of various research data.

Results and Discussion

Electronic Government E-government is the use of technology by the government, especially in the form of web-based applications via the internet (web-based meet application) in an effort to increase access and delivery of government information and public services for citizens in various sectors (Nurchotimah, 2021) This e-government concept aims to increase efficiency and effectiveness in public services (accessing information, conducting administration, and participating in the policy-making process), as well as data transparency from the government for all citizens (Yuhefizar et al., 2017).

In its implementation, if e-government is implemented properly, it will support the realization of good governance. Good governance is a reliable government system, efficient public services, and accountable government towards the public (World Bank, 1992) Good governance. The concept of governance is an extension of the concept of government, because governance contains the understanding that government is not only organized by the government itself but equally with actors outside the government, namely the wider community as stakeholders (Solkhudin, 2017) In order to create good governance, the easiest thing to do is to develop the public service sector in a country.

The country's public services will be carried out using the e-government system. To find out whether e-government has been implemented properly, a successful e-government implementation standard is needed. Successful e-government implementation includes how effective the technology used is in dissemination and how much budget is needed in using the system. If the technology used is not effective and not disseminated, then the implementation of the e-government system is considered a "failure" If the technology used still requires a large budget, then the e-government system can also be considered a "failure" (Irawan et al., 2021).

To keep up with the development of the digital era, Indonesia has implemented e-government in national and regional public services There is already a Presidential Instruction No.03 of 2003 on "National Policy and Strategy for the Development of Indonesian E-Governanent which contains (1) a combination of government portal infrastructure development; (2) a combination of electronic document system management, (3) a combination of preparing a master plan for the development of e-government institutions, (4) a combination of local government website hosting, and (5) a combination of human resource education and training for e-government In Indonesia, the utilization of e-government is due to the demand for a clean, transparent government that is able to respond effectively to the demands of change (Indayani, 2020).

Factually, the implementation of e-government in Indonesia for public services still has indicators of major problems, such as (1) an integrated system between regional apparatus is not yet available, (2) the unavailability of a government as a reference for the goverment system, (3) bandwidth capacity is not sufficient in some regions of Indonesia.

Integrated System Between Regional Apparatus Not Yet Available

An integrated e-government system is a concept in which all public service systems provided by the government are integrated into one centralized system and connected to each other. This concept aims to facilitate access and use of services by the community (Sadat, 2023). If an integrated system or application between regional apparatus has not been implemented, then this becomes a problem factor in managing e-government, especially in implementing e-government. Problems in this case include a lack of communication and agreement between the central government and local governments as well as a lack of understanding in the community in some areas of the technology to be used. This causes local governments to only develop systems or applications in their respective areas of authority.

The government has actually regulated the development and utilization of e-government in Presidential Instruction No. 3 of 2003 concerning "National Policy and Strategy on E-Government Development, but this regulation is interpreted by local governments with different interpretations because there is no clear policy on how to develop e-governance within the scope of local government.

Therefore, the e-government bill is expected to be a solution to the problems of e-government policies in the scope of local government. This bill aims to combine e-government public service policies. Along with this bill, the Ministry of Communication and Information Technology is also preparing several decisions that are in accordance with the policies of the laws and regulations discussed in the e-government bill but will specifically instruct the ownership of information systems to be integrated as infrastructure and ICT-based applications used by ministries, mutations, and non- institutions.

Unavailability of *Database* as Reference for *E-Government* System

A database is a structured collection of interrelated data stored on computer storage media and can be accessed and managed using specialized software. Databases are used to store, manage, and coordinate data with the aim of providing efficient, secure, and structured access to information (Syahputn, 2023). The database system has an important role in managing an application, data storage, data management, and data security will affect the database system.

If the database that becomes the reference system or public service application is not yet available, then there will be and continue to be a gap between regional devices. Regions that have advanced in the field of technology and people who mostly master technology, then the region will be good at implementing e-government for public services. But on the contrary, regions that are lacking in technology will continue to be late and cannot implement e-government properly.

So it is necessary to equalize access to technology in all regions of Indonesia and produce individuals who master technology by developing education and training for the community.

Inadequate Bandwidth Capacity in Some Areas of Indonesia

Bandwidth is the size of the transmission channel through which information or data passes. A quantity that shows how much data can be passed in a connection through a network. Bandwidth management on a computer network is needed to manage each passing data so that the distribution of bandwidth becomes fair (Darmadi et al., 2019). It can be described that Blanchett is a toll road and cars are data. Then the bandwidth capacity is the maximum amount of data that can be transmitted in a certain time. Factors affecting bandwidth capacity are growth and increase in traffic or vints and website quality development.

In the implementation of e-government, where various administrative activities will be carried out online, all data that will be used must also be digital data. If the bandwidth on public service devices is still inadequate, the implementation of e-government will not run well the government needs to increase bandwidth capacity in inter-regional and overall devices.

Conclusion

E-government is the use of technology by the government to improve public services for the entire community. E-government is very influential on good governance. Where if the implementation of e-government goes well and is said to be "successful" it will produce good governance in a country. E-government can be said to be successful if the technology used can be effective in dimensioning and the budget required is commensurate with the technology used.

Indonesia is a country that has implemented an e-government system, described in Presidential Instruction Number 3 in the Year 2003. However, in practice, Indonesia still has many challenges to achieve "success" in implementing e-government. These challenges include uneven development in Indonesia's regions, lack of reliable human resources, and an inadequate budget to develop technology in Indonesia's public services. This must be resolved immediately by the government in order to create a successful e-government for public services.

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