Information Technology Policy through the E-Government Programs in Improving Public Services Quality

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A B S T R A C T S

A R T I C L E   I N F O

This paper aims to describe the application of e-Government in Indonesia in improving the performance of public services. The method used in this research was descriptive, through literature study techniques by collecting data in the library, reading, taking notes, and processing research materials relevant to the development of information technology through e-government programs in improving the quality of public services in Indonesia. The results show that the human resource factor and leadership support were the most influential factors. The most dominant factor in implementing this policy was the consistency of the implementers' attitude from planning to supervision starting from the top management level to implementers to implement policy objectives. The government is an effort to develop governance-based using electronics to effectively and efficiently improve the quality of public services.

1. INTRODUCTION

The development of information technology is currently growing rapidly, computing and internet networks, internet penetration by the government and Telkom has even reached rural areas. These technological advances have significantly influenced government management that develops public service systems through the internet network known as e-government (Aritonang, D. M., 2017). Transforming the work culture and the mechanism of public service provision from conventional to modern is one of the fundamental objectives of implementing the e-government system. In 2006, the Department of Finance started the process by introducing the Bureaucracy Reform Initiative to support the ongoing Public Finance Management reforms. The focus was to reform the organizational structures and procedures with an extensive modernization program that includes a proliferation of information and Communications Technologies (ICT). The concept of e-government can be interpreted as using data and telecommunications technology for efficient and effective governance and providing transparent and satisfying services to the public (Twizeyimana, J. D., and Andersson, A., 2019). E-Government is commonly conceptualized as governments' use of Information and Communication Technologies (ICTs) combined with organizational change to improve government structures and operations. Also, the implementation of e-government is expected to help governments deliver services and transform relations with citizens, businesses, and other government arms. Nowadays, in contrast to developed countries where e-government is well-established, there are many challenges for e-government in the Least Developed Countries (LDCs). These challenges include, but are not limited to a significant digital divide, inadequate e-infrastructure and lack of skills and competencies for design, implementation, use and management of e-government systems. This relationship's mechanism is through the use of information technology, which is a combination or combination of computers and communication network systems. With e-government, it will facilitate the interaction and new communication between local governments with each other, central and local governments, between government and society, and between government and the business world (Arduini, D., et al., 2010). Innovation as a result of a process whereby the innovating entities' competence develops together with the technological environment. In this case, we will focus on a specific category of innovators, namely local-level public administration bodies, called "municipalities" from now on. We will use digital front office services to citizens, companies, and other institutions (e-government) as a measure of urban innovation. Next, consider the relevant technological, institutional, and economic contexts so that innovation is broadly represented according to the "region" in which the municipality is located (Kaliannan, M., and Awang, H., 2010). Through e-Government policy innovation, we can realize the benefits could be shared into three categories. First, the focus will benefit from the government for citizens or businesses, it requires convenience access between government, citizens and private companies, availability government

information, services, and electronic products; avoid procrastination in getting any service; access related product or service sites, carry out multi-channel service delivery, for example choosing between online or physical channels and so on.

The result, new class quality service will come true, as government system will be reduced complicated and, therefore, better quality guaranteed service. Second, files the benefits made in terms of intra-agency means communication between government department or agency. Business processes will be improved as electronic government contributes continuous implementation in handling a large number of agents it is part of the government machine. Indeed, this effort will also contribute to human resource development. Business process improvements will help equip government staff with skills for the information age. Third, we will see the benefits between institutions. There will be a smooth flow of information between agencies, a best practice database, and enhanced information analysis capabilities through the use of ICT and multimedia tools (Cuadrado-Ballesteros, B., et al., 2012). Service quality is the service provided to consumers in accordance with standardized service standards in providing services as a good service standard. Service quality is an important component that must be considered in public services.

Aprianty has also conducted research that also examines the application of e-government found that the application of e-Government policies in improving the quality of public services in Sambutan District (Aprianty, D. R., 2016). The sub-district office of the city of Samarinda has begun to experience changes in excellent service. However, there are still some shortcomings, namely limited resources available, lack of policy dissemination to the public, and miscommunication between leaders and employees. Other research that also examines Information Technology (IT) innovation has also been conducted by Wahid et al found that the adoption of IT by SMEs is still low (AlBar, A. M., and Hoque, M. R, 2019). Many factors have hampered IT adoption, such as the lack of IT support to support business processes and a lack of financial support. SMEs that use IT are still at the operational or opportunistic level and have not yet reached the strategic level. Rinaldy has also conducted research that examines the quality of public services. This study suggests the factors that affect the quality of public services at the Regional Secretariat Office of North Sumatra Province. Human resource quality is still low (lack of awareness and motivation in providing services). Service systems and procedures are still long and complicated, the absence of Minimum Service Standards in obtaining permits in public services that involve procedures, time, and costs (Rinaldi, R, 2012).

This study aims to describe the application of e-government in Indonesia in improving the performance of public services by utilizing IT innovation policies. With e-government ordering, it is expected to increase public service transactions that are not based on time and location and at an affordable cost by the public. The method used in describing the application of e-government was literature study by collecting data in the library, reading, taking notes, and processing research materials relevant to the development of information technology through e-government programs to improve public services quality in Indonesia.

2. METHOD

The research method used in this research was descriptive to get an overview of the implementation of e-government. Data collection techniques are through literature study, namely by reviewing literature by connecting one literature to another as a basis for arguments for finding various written sources, both in books, archives, magazines, articles, journals, and documents relevant to the problem in question. The information obtained from this literature study is used as a reference to strengthen existing arguments. Validity and reliability tests were carried out through triangulation techniques.

3. RESULTS AND DISCUSSION

Current information technology innovation policies through e-government and information technology programs can be seen from several aspects: regulations or policies related to ICT management, Information Network Infrastructure policies, Information Management, Community, and Human Resources. These aspects must be managed. The implementation of e-Government can lead to good orderly e-government so that the services provided through the government website are supported by effective management of systems and work processes due to the readiness of regulations, procedures, and adequate human resources to encourage the use of information and communication technology. In public service. The following is an example of an e-government application website in Indonesia, as shown in Figure 1 below.

Fig. 1. The front page of the Qlue application

Qlue is a social media application for reporting city problems to the government, the private sector, or sharing information with other residents in your neighborhood to create a smart city. Citizen reports that enter through the Qlue application will be forwarded to related parties and their progress can still be monitored in the Qlue application and on the mycity.qlue.id dashboard. One more example of an e-government application website in Indonesia in Tangerang is shown in Figure 2 below. Tangerang LIVE is an android application portal for the Tangerang City Government. Tangerang LIVE contains several application features such as LIVE News, LAKSA, Ready to Work, SEGAR, e-Paper, etc.

E-government initiatives aim to increase government performance in general, where the proper implementation of these initiatives leads to improving government services provided to citizens and the private sector and increasing the effectiveness of government work internally and expanding citizen participation in the decision-making process (Almarabeh, T., and AbuAli, A., 2010).
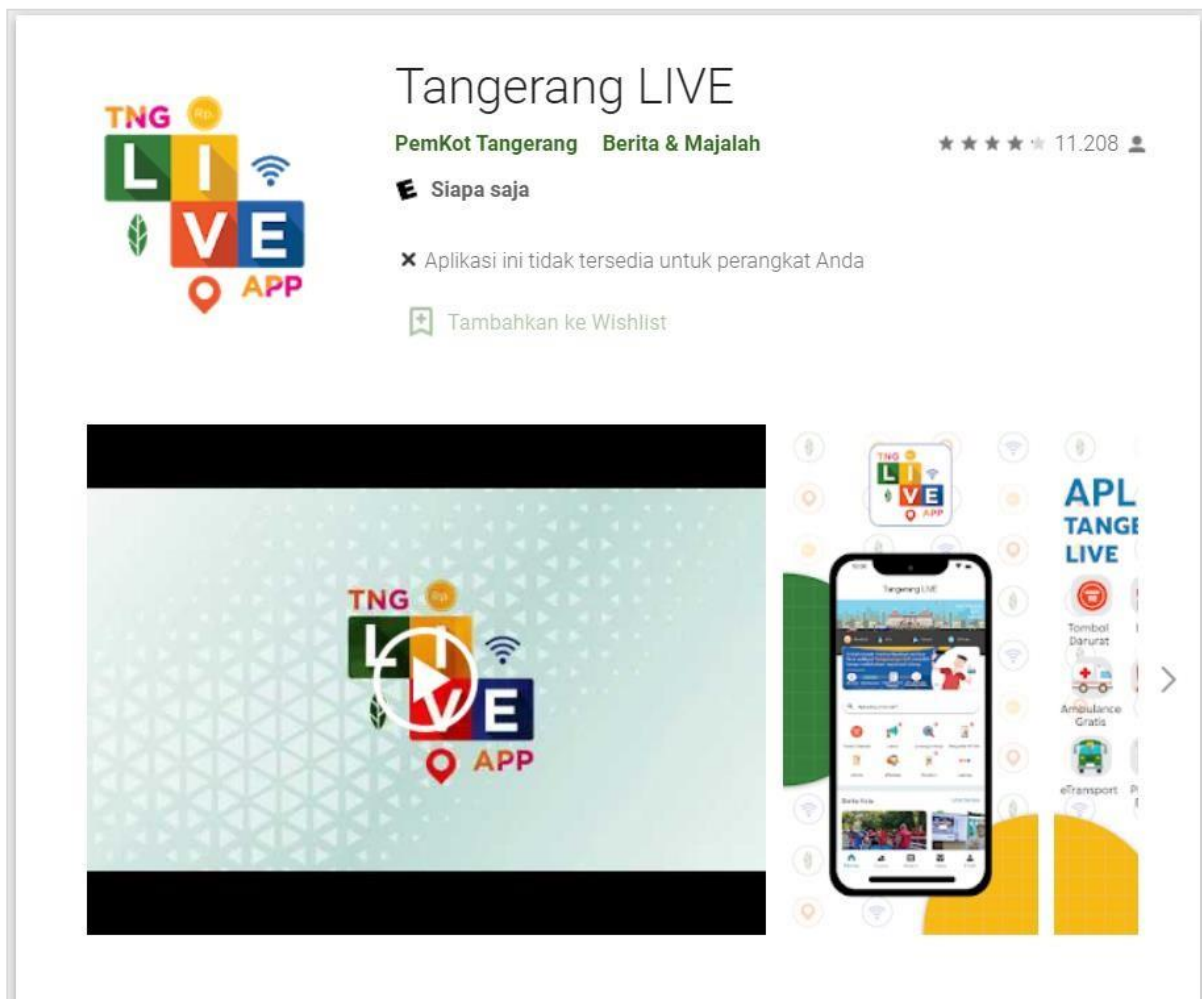

Fig. 2. The front page of the Tangerang Live application

However, many studies show that most initiatives to implement E-Government worldwide fail in achieving this promised goal. There is a global consensus that deeper study is needed to understand the real reasons behind this failure. Still, even though a higher percentage of e-government projects fail to achieve their goals globally, the world is witnessing the consensus that it is still possible e-government initiatives. E-government fulfills everything promising, but the potential underlying these initiatives will only be achieved by accessing a better understanding of the obstacles they face and seeking ways to overcome them.

The existence of application systems and computer network infrastructure has had a positive impact on public services. However, these systems' provision is an effort of individual institutions, resulting in several factors such as standardization, information security, authentication, and various basic applications that support interaction. Between reliable, safe, and reliable locations to integrate management systems and government work processes into integrated public services has received less attention. Information technology is a new area government agency rarely has reliable human resources in information technology, especially in rural areas. Human resources are usually in a business / industrial environment. The lack of human resources is one of the sites in the application of government electronics. Businesspeople often exploit the government's weakness in human resources that controls IT by selling wrong and expensive solutions.

For e-government development policy innovation to be implemented systematically, the formulation of policies, regulations and legislation, standardization, and necessary guidelines must be consistent and mutually supportive. Therefore, the formulation needs to refer to a complete framework and is directed at meeting public service delivery needs and strengthening reliable and reliable information management and processing networks. To improve the quality of public services through e-government, a framework is needed. This framework connects all policies, regulations and laws, standardization, and guidelines to become the basis for encouraging the formation of good governance as described in Figure 3 below.

Indonesia's e-government innovation policy is still not fully operational, and it is still far below the ideal and desired standard (Sabani, A., et al., 2019). The shortcomings are ideally not only in the local context but also in the global context. The quantitative achievements show significant progress, but the quality is insufficient due to shortcomings in human resources, infrastructure, and regulations. Therefore, it is necessary to refine the concept and strategy of implementing EGOV from different sides. The ads for e-government development regulations and standards need to be made so that there is no definition and meaning of e-government separately by the organizers, namely the local government.
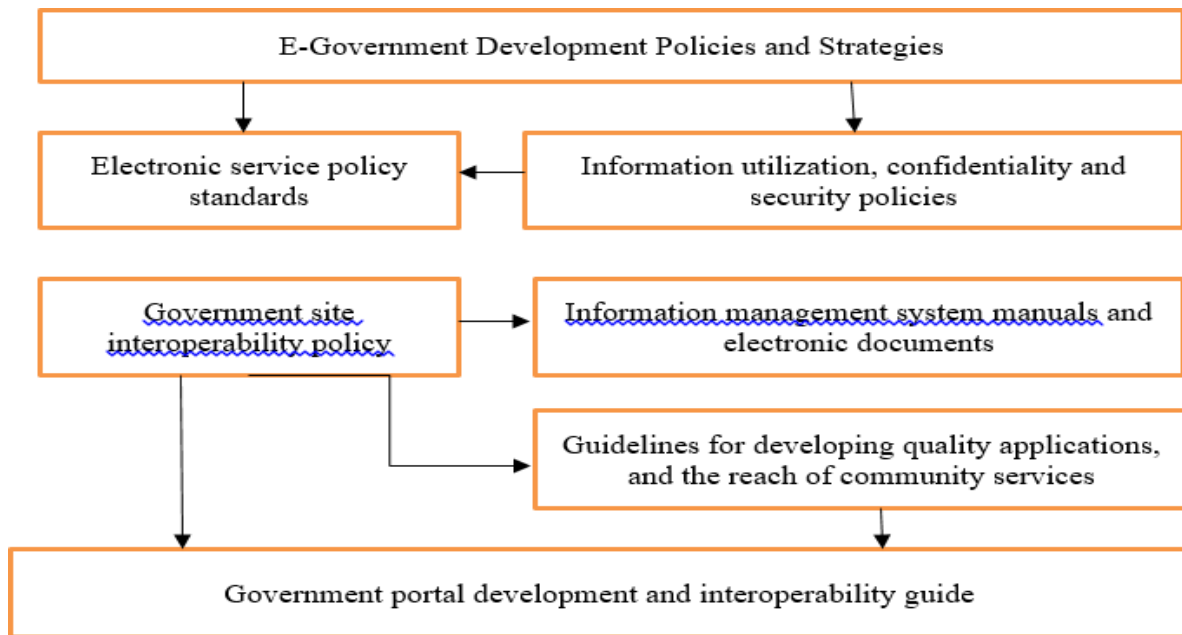
Fig. 3. Policy Implementation Framework and National Strategy for E-Government Development

4. CONCLUSION

To implement e-government in Indonesia, local governments do not need to create large and complex systems. Careful planning can be developed in the future and build e-government gradually. The government does not need to spend hundreds of millions or even billions to buy information technology software. The services provided through the government website and the available application systems and information technology infrastructure have not been supported by an effective management system and work processes. The readiness of regulations, procedures, and human resource limitations severely limits computerized penetration into government management systems and work processes. Therefore, it is necessary to refine the concept and strategy of implementing e-government from various sides. The existence of regulations and standards for e-government development needs to be made so that there is no definition and meaning of e-government independently by the organizers, namely the regional government.

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