

# Government Strategy to Support Performance of E-Government

(A case study in Malang, Tuban, and Bondowoso)

Alfi Haris Wanto  
University of Brawijaya  
Malang, Indonesia  
alfi\_ub@yahoo.com

**Abstract**—E-government has been an effective way in developing of government agency or public sectors performance or public sectors. E-government actually is not the main goals in an organization, but by e-government some policies problem and government program can be done more easily, faster, transparency and efficient. The problem that often happens in the field are that do government has enough serious awareness and commitment to develop e-government or just to fulfill positive image of government, the second. The second problem is that does e-government have contribution not only in implementation aspect of certain policy, but the more important are that in policy formulation level. This research use qualitative approach by type of research is descriptive. Based on result of research in some cities in East Java found that the local government have not completely high commitment in supporting the implementation of e-government in the process of policy formulation. This condition happens because some reasons, such as the lack of budget allocation to execute of e-government, e-government implementation need a huge fund. The second result is that so far e-government just implement in level of policy implementation, in other words e-government did not run in policy formulation. This reason is that based on the result of research shows that the process of policy formulation more involves political aspect than technical problem, such as political lobbying, debate, dialogue. In other words, in the process of policy formulation the political aspect more dominant than technical aspect.

**Keywords**—e-government; policy; policy formulation; stakeholders; political process

## I. INTRODUCTION

Now days, the change of governance model from government center to society center continuously develop, the consequences of this phenomena are in what extend the government take his position. Do government solve all the problem by him selves or the government open the chance of participation from the other stakeholders such as form society, and private sector.

The new perspective that the society must involve in each step of policies. The reasons were democratic era since industry revolution have impact in many sector including the governance model.

Oetojo stated that mastering in information and technology was strongly important, especially in order to improve productivity and competitiveness in global market. Recently many government institutions such as local government and some ministry or department in Indonesia adopt the e-government to improve their government performance and public service such as Surabaya single window in Surabaya, e tax in Malang, e-procurement, e-voting in Jembrana Bali etc. [1].

Some problem was faced in e-government implementation also need serious attention such as the problem of limited of budget allocation to fund the electronic government, in order to implement e-government need enough budget allocation supporting, the use of budget such as for providing network equipment, computer, operator, programmer and analyses.

Based on research background, the research question for this research is in what extend the government commit to implement e-government?

## II. LITERATURE REVIEW

Electronic government or e-government is the fact in globalization era, e-gove cannot be avoided. According to world bank 2011 electronic government has definition as the use of information technologies by government agencies which transform the relation among society, business actors and the other government agencies [2]. Whereas according ASEAN Task Force dan UNDP-APDIP (*United Nations Development Programmed-Asia Pacific Development Information Programmed*), *Electronic Government* is the use of technologies to develop access dan government services to citizen, government officers and business actors *Electronic Government* offently mention e-government or e-gov is the concept of transformation to adapt the global trend in facing the threats in empirical case. In Indonesia the government of Soesilo Bambang Yudhoyono and parliament legalize the regulation no 11 year 2008 about Information and Electronic Transaction.

Anwar stated that the development of e-government is an effort to develop the governance based on electronic devices in order to improve quality of public services delivery by effective and efficient [3].

Some scholars believe that the implementation of e-government can be effectively the quality of public service delivery and improve the management and performance in government sector. Furthermore, in the Instruction of President of Republic of Indonesia Number 3 Years 2003 about policy and national strategy of e-government development. In this regulation explicitly mention that the less capacity to adapt the globalization trend will bring the Indonesian society to the "digital divide" that were cause the government in society of Indonesia could not adapt the change and turbulence of technology and government model.

Therefore, Indonesia as the developing country should implement the e-government as the way to answer threat to create more effective governance in public sectors through the use of Information technology. The use of information technology in the government process can cover two activities. According to instruction Prescient of Indonesian Republic Number 13 year 2003 about policy and national strategy in developing electronic government, the use of information technology cover 2 actives 1). Processing data, managing the information, management system and working process by electronic base. 2). The use of information technology developing in order public service can be accessed by easily and cheap by citizens through activities such as data processing, managing of information, etc.

In blueprint system of e-Government application, some function governance which the running can be support through electronic system such as public service, Personal, management, Local Public finance, Asset Management, etc. [4].

The development of information sytem application and telecommunication in order to implement e-government in public sector have some goals. Nugroho stated that the function of development the application of information system and telecommunication as follows [5]: Providing easy access to information and government public services to society and private sector, Improving public services quality through increasing speed, Comprehensiveness and efficient process, Providing bigger opportunity to society in order to increase participation in many process democracy, Making better interaction between government and society for improving public services delivery.

Whereas in blueprint system of e-government application have some goals, as follows: Improving public service quality through the use of Information Technologies in process governance process, Creating the good governance (clean, transparance, and able to answer order of change by effectively.

Based on above explanation, the existence of e-government has objectives to improve public service quality, supporting the society to participate in government process through interaction government and society, improving organization, management and working process. E-government also have mission to making better good governance by making clean, transparant and able to face the change by effectively.

The implementation of e-government gives some positive impact. Through implementation of e-government it will bring

some positive influence. Indrajit state that the function e-government as follows [4]: Improving government services quality to stakeholders (society, business actor and industry) especially in effectivity performance and efficiency in some field of development, Improving the tranparant, control, and accountability of government process in order to adopt the concept of good corporate governance. Reducing by significantly the total of administration cost, relation and interaction which spending by government and stakeholders to day activity needs. Providing opportunity to the government to get new income resource through interaction with some interest party. And Creating a new society environment which fatly and exactly answer any problem that occurring refers to global change and new trend, also Empowering to society and other party as government partner in the public policy making process by equally and democratic.

The implementation of e-government brings positive impact in government process. Some obstacles that occurring before technology involving could be solved, such as the problem of public service and obstacle to establish transparence, control and accountability government process. The involving of information of technology in government process can create a new society environment which by fastly overcome the problem that happen in there.

There is some type of e-government application. According Kadir application e-government could be divided in to 4 group, which are G2C, G2B, G2G, and G2E. As mention follows [6]:

#### A. *Government-to-Citizens (G2C)*

G2C is application e-government that mention interaction between government and society. By using this application, society can interact to government not only in government office but in everywhere (including from home)

#### B. *Government-to-Business (G2B)*

G2B is an application e-government which has objection to provide better services to the business.

#### C. *Government-to-Government*

G2G is e-government application which have function to sharing information among government agencies. By using this application, the exchange of data among government institution could be conducted by easily.

#### D. *Government-to-Employees (G2E)*

G2E type of relation in e-government that show the relation between government and employees.

### III. RESEARCH METHOD

This research uses descriptive type by qualitative approach to describe phenomena and fact which happent in the field by systematically and actual about electronic government implementation and local finance management. According Arikunto, descriptive type does not aim to examine certain hypothesis [7]. But only describe naturally about certain variable, symphtown or condition [8]. According Nawawi in Fuad, descriptive research defined as procedure or the way to

overcome the problem of research by describing the condition of object which be investigated based on actual fact in current condition. Descriptive research finds the description by accurate and enough from all activity, object, process and human [5].

#### IV. RESULTS AND DISCUSSION

After going through the process of interview, observation and literature study, the following result were obtained: The researcher use 6 indicators to assess the electronic government performance to 3 cities or regencies. Those indicators are: Political Environment, Budget allocation, Participation, Innovation, Leadership, and technology. The next step is the researcher assess the level of electronic government, in this step the researcher uses 3 level of electronic government implementation, which are: Publish, Interaction and transaction

TABLE 1. TABLE OF ELECTRONIC GOVERNMENT PERFORMANCE COMPARATION AMONG 3 CITY

| No | Indicator             | City/Regency  |              |                  |
|----|-----------------------|---------------|--------------|------------------|
|    |                       | <i>Malang</i> | <i>Tuban</i> | <i>Bondowoso</i> |
| 1. | Political Environment | 4             | 3            | 1                |
| 2. | Budget Allocation     | 4             | 2            | 1                |
| 3. | Participation         | 4             | 2            | 3                |
| 4. | Innovation            | 4             | 2            | 1                |
| 5. | Leadership            | 4             | 3            | 1                |
| 6. | Technology            | 3             | 2            | 1                |
| 7. | Level of E-Gov        | Transact      | Publish      | Publish          |

Source: the result of research by researcher, 2018

Based on the result of research, it has found that there is some information about the electronic government implementation. Refers to some indicator in general surabaya

city has the highest score, and then followed by Malang City and Jember regency. For the level of electronic government Surabaya and Malang has the same level. Jember get lowest score because of some scientific indicator that has already mentioned before.

#### V. CONCLUSION

Based on the result and discussion it has been found that in general some cities or regencies have implement the electronic government. But three cities have variety of performance level. Malang in general get high score especially in aspect of political environment, budget allocation, and innovation. Whereas Tuban and Jember Regency actually have high potention to develop e-government because based on the result, the public participation is high, but still low in political environment.

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