E-Government Innovation:

E-Wadul application for better public service of Surabaya City

Shinta Happy Yustiari
Ph. D Student in College of Public Administration
Huazhong University of Science and Technology
Wuhan, Hubei, Peoples Republic of China
shintahappyyustiari@gmail.com

Abstract—**The Government of Surabaya city through *e-wadul* application tried to improve the quality of public service to their citizen. Improve the quality of public service through electronic government provide public administration efficiency, accountability and transparency. This research could be classified as a literature review and critical research. The aim of this research is to analyze e-government innovation used by the government of Surabaya city. The result of this research is related to Goldsmith's theory of e-government. The benefit of *e-wadul* Application could improve the quality of public service to the citizens of Surabaya city.**

Keywords—e-government; innovation; public service

I. INTRODUCTION

Improving the quality of public service through electronic government system literally also provide public administration efficiency, accountability and transparency, create more people apply public service, also making peoples belief on government fully [1]. E-government initiatives as its popular in the developed and developing countries nowadays, become effective method and become a priority for government decision makers [2]. Meanwhile, from citizens' perspective, e-government can be easily access by the citizen to access public service anytime and anywhere, with cheaper cost, simple and quick [3].

Heeks some e-government initiatives especially in developing countries has been failed by reason of there are big gap between existing situations in developing countries and design of e-government [4]. It happened because poor of ICT (information communication and technology, infrastructure, low adoption of the online service by citizens and business.

Indonesia, through Presidential Instruction number 6 years 2001 and number 3 years 2003 for achieving good governance, all public institution had to utilize e-government. Surabaya city located in the east java province of Indonesia, in the last several years this city highly focused on the improving of public service to their citizen. Its city through the hand of the mayor become one example city in Indonesia which put great concern in the supporting the development of science, technology and also art for improve the quality of public service. Technology and information as a tool for reach the goal also in their serious concern. The government of Surabaya City belief there are linked that connected between technology and information with the quality of public service.

Improving the performance of government through information and communication technology is the best way and also become the reason of Surabaya city to start some programs in the frame of information and technology. It can be visible from several of the implementation of information and communication technologies are utilized by the city government, for example *e-Sapa Warga, e-Commerce, e-RT/RW, e-budgeting, e-Project, e-Pocurement, e-Pendidikan, e-Wadul.*

Surabaya city got award from Ministry of Internal Affairs Indonesian as one of innovative and creative cities in Indonesia for implementation of e-government. *E-wadul* application launched on May, 31, 2016 as a gift for Hari Jadi Kota Surabaya ke-723 (723rd Anniversary of Surabaya city). This application is an innovation service by the Government of Surabaya city to facilitate citizen to complaining related to government of Surabaya city. It is an application that can be used as citizen of Surabaya city. The application is used as tools for citizen for making all kind of report to the related government. It's also used as tools to report all of system and public service in Surabaya city. Besides got the award, this function of application is for develop innovation in technology and information. In other word, the main goal of this application is improving the quality of public service for citizen of Surabaya city.

The citizen of Surabaya City can use *E-wadul* application by downloading the application on their own smartphone and register with Indonesia Identification Card and can started use. The citizen can make a report directly with their mobile phone and uploading the real picture. The report from citizen will directly sent to related institution and quickly respond. This research aims to describe and analyse *E-wadul* Application of Surabaya City to Improve the Quality of Public Service. In other word, these goals will have the benefit and positive impacts for citizens of Surabaya city.

II. RESEARCH METHODS

This study can be classified as a literature review and critical research. The focus of this research is *E-Wadul* Application of Surabaya City to Improve the Quality of Public Service. The researcher collected and analysed data around

three months. The data obtained by collecting literature data. The researcher collected materials from some sources, such as research result, journals, book reports, reference book, and other related document and linked to the research focus as well.

III. RESULTS AND DISCUSSION

High quality service as citizens wish, and the public administration wish to supply public services with a high professionalism, efficiency, effectiveness and economy for using the resources [5]. The local public authorities and institutions have responsibility in public service to have good performance in the achievement of principles good governance.

Surabaya city as a committed city to improve the quality of the service to their citizen have high attention and serious effort in developed of e-government through *e-wadul* application. The achievement of good governance necessary to develop the linkages of participatory, transparent, and responsive between the pillars of good governance itself. The pillars itself between the government, the private sector/, the private and the public. Paradigm of good governance believe the orientation of good governance on the community not on bureaucrats. Meanwhile, good governance can be achieved if each actor in three pillars is involved as actively in the process of making decision and implementation policy.

The principles of good governance literally accepted by most European states Matei, et al. show "the good governance as standard for public policies", consist on outcomes of citizens, risk management, transparency of decision, capacity & capability, accountability, etc. [5]. Recently, the advantages of ICT (digital information and communication technology) make chances to the development also dissemination information through many forms and means in media even local, national or international [6].

Surabaya city have one of public service named *Media Centre,* it used as place for citizen of Surabaya city to complain, report, get information in the scope of their government. Its use for make easier the citizen to get the public service. The citizen can send their complaining through many media such as telephone, *Short Message Service* (SMS), website, electronic mail, *faximile, facebook, twitter,* and *e-wadul* application. *Media centre* as one of way from government of Surabaya city in the frame of improve the quality of public service. Every complain that come from citizen will be response by the government quickly.

The application of *e-wadul* is one program created by *Media Centre* Surabaya city based on Mayor's decree No. 188.45/59.436.1.2/2015. The application of *e-wadul* become easier access to the citizen, government and also private sector. The application can be use in 24 hours a day, 7 days a week without having to wait in long queues, convenient way, effective and efficient value. The citizen can directly publish and report the issue in real time. The citizen can interact and actively in public issue.

Goldschmidt show the main aspects considered by the government that the technology website effectively supports its function and the role of e-government [7]. In the end, the study show there are main aspect to those (government) support e-government websites:

A. *Interactive*

The application of *e-wadul* created as a communication tools supported by government of Surabaya city. The citizen can communicate with others and the government itself. The main purpose is for the citizen in the delivering report, respond and got the information does not have to wait and responses quickly by the government apparatus.

B. *Content*

As we know the content of website or this application is the main part on it. Its handle by the government of Surabaya city. The content must fill with easier, attractive and show the characteristic of the function. It will be show to the citizen and make convenient way to use it. The government of Surabaya city committed to facilitate the application as a good relation between the government and the citizen in the frame of public service.

C. *Innovation*

The government of Surabaya city through the mayor committed to give the city full of innovation to improve the public service. The innovation itself not only as a creative idea but also as quick respond by the government through this application.

D. *Usability*

The application itself as new concept can be easily accepted by the citizen, it happened because the application is same with social media automatically can be access easier. The content also renewable periodically as a way of government for better public service.

IV. CONCLUSION

Result of this research about *e-wadul* application actually improve the quality of public service to the citizen of Surabaya city. The information and communication technology increasing the performance of the government also provide quality of public service. Surabaya city government through many various programs initiate the information and communication technology based. The concept of this application through *e-wadul* application is applicable with the citizen because this application is similar with social media that people usually used. *E-wadul* application building the communication between citizen and government instead of that, there is a bridging participation concept also improve the service of Surabaya city become better.

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