

# *E-Government Based Public Information Services in The Framework of Public Information Openness*

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**Abstract**—In obtaining public information there are two ways, first by going directly to public institutions or conducted electronically which prioritizes information services through the internet media or known as e-government. Through e-government, all information related to activities in each regional organization can be easily accessed by the public or other institutions that need information services. It's just that in this public information service both directly and through the internet media often hampered in updating the data and still found the disclosure of information about budget documents and financial reports on the implementation of the budget. While transparency is one of the demands in reform. This is also supported by Law NO. 14/2008 concerning public information disclosure. Where the government is demanded to be more transparent. All information must be published either through electronic media, the internet, except information that is excluded as stipulated in the law on public information disclosure. E-government based public information services can also expand public participation where the public is enabled to be actively involved in decision making and policy by the government. The aim is that the public can obtain information easily, safely and quickly.

**Keywords:** *Public Information Services, E-Government, KIP*

## I. INTRODUCTION

Transparency is one of the demands in reform. How the government manages the information in its organizational environment. This is also supported by Law No. 14 of 2008 concerning disclosure of public information, where the government is demanded to be more transparent. All information must be published either through electronic media, except information that is excluded as regulated in the law on public information disclosure.

E-government based public information services can also expand public participation, where the public is possible to be actively involved in decision making and policy by the government. In Indonesia e-government initiatives have been introduced through Presidential Instruction No. 6/2001 on Telematics (Telecommunications, Media and Information). The instructions stated that government officials must use telematics technology to support good governance and accelerate the democratic process.

Based on the definition of the World Bank, e-government is the use of information technology (such as wide area networks, the Internet and mobile computing) by the government to transform relationships with the public, the business world and interested parties. In practice, e-government is the use of the internet to carry out

government affairs and the provision of better public services in ways that are oriented towards community services.

E-Government must be introduced for different purposes in government offices. Public administration is one area where the internet can be used to provide access for all people in the form of basic services. E-Government itself provides internet services divided into several levels, namely the provision of information, one-way interactions, two-way interactions and transactions which means full electronic services. In public information services, there are two models that can be used by every public institution in providing public information services, namely the manual and electronic models.

With the policy of Law No. 14/2008 concerning disclosure of public information in its implementation requires synergy between public institution that have authority and standardize service delivery. The delivery of quality public services is inseparable from the quality of the information. It is important that information disclosure in services will be an indicator of the level of trust in the level of service quality by public institution.

E-government applications require substantial funding, so that they require readiness of human resources from government officials, and also the readiness of the community. Through the e-government system, the community can participate in controlling the work performance of the government. This concept itself must be published in the form of e-planning, e-budgeting, e-procurement and others. So that community participation is also needed.

In Banten, public information services based on e-government, have not yet fully run as expected. This can be seen from the unpreparedness of the authorities in managing public information. This is indicated by the presence of public complaints submitted through the Regional Information Commission. Where information about the budget and program planning is still difficult to find on the website. Still not all DPOs submit data regarding public information that must be published, so that the information available on the website is more ceremonial information, or meeting activities.

Information has an important and strategic role to answer the problems of public services and changes in the fast-paced dynamics of society. The situation of high uncertainty so that public information can be considered added value has more value and can be used as a basis for decision makers and leaders in serving the community. Thus accurate information can provide positive feedback

in the process of providing quality service on an ongoing basis. Quality public information services can expand public participation so that the public can be actively involved in implementing public service policies in every public service institution.

Previous research that is relevant to this research was conducted by Erizal [1] entitled "Development of Community-Based Digital Information Services that Are Community-Oriented in the Special Region of Jogjakarta, 2019". Then by Rizka [2] with the title "E-Government Development in West Sulawesi Regional Government Public Information Services Towards Good Government, 2012"

The similarity with this research is that they are both researching about technology-based information services, while the difference lies in the framework of public information disclosure (Law No. 14/2008), in this law governed the right of people to search, choose sources and channel information that is factual and trustworthy. All information must be transparent, where public information regarding public institution must be disclosed to the public as users of public information.

Seeing the problems above, this study discusses e-government-based public information services within the framework of public information disclosure in Banten Provincial Government.

## II. METHODS

This study uses a qualitative method. The object of this study is the PPID apparatus in responding to public information services. The unit of analysis, as a particular unit that is counted as a research subject in the form of objects and humans (Arikunto, 2005) is the Office of Communication, Information, Statistics and Banten Province as the main unit of Information and Documentation Manager (Main PPID). In this study, researchers collected data from interviews with informants, also conducted observations. To complete this research, a variety of policies and documents related to this research were also carried out.

## III. RESULT AND DISCUSSION

In public information services, there are at least four legal basis for Policies on Public Information Services (SLIP) standards which are a reference for public institution, namely Law No. 14/2008 concerning KIP, PP No. 61/2010 concerning the implementation of the KIP Law, PerKI No. 1/20/10 concerning SLIP [5], and Permendagri No. 35/2010 [4] concerning Guidelines for Management of Information and Documentation Services within the Ministry of Home Affairs and Regional Government. Based on this, the SOP preparation must pay attention to the principles of fast, timely service, and low cost with the provisions of the legal reference.

The use of electronic government applications aims to make a public service system easier and faster by using internet media, this facilitates the delivery of information to the public, while communication technology is one form that supports the application of the law on public information disclosure.

The application of e-government itself in Banten is inseparable from the role of the main PPID. In the regional government agencies in the Banten Provincial Government, the task of PPID is to provide information services related to work programs, budget designs, and information categorized as required by public information disclosure laws. The use of budgets, budget reporting used for work programs, exposure to development achievements, employee recruitment, can be information that must be published when applied with e-government. In the context of this openness of public information, the application of e-government is more looking at transparency in managing public information data conducted by PPID.

## IV. PUBLIC INFORMATION SERVICES BY PPID

Banten Province is one of the regions that is developing and developing quite rapidly, in this era of open public information, everything related to government work programs must be easily accessible to the public on e-government services, let alone transparency in the use of budgets. Within this framework of public information disclosure, information services are something that must be implemented by local governments to create transparency. As mandated by the information disclosure law, there are three categories of information that must be published at any time, periodically, and immediately. The third information is the duty of government officials (PPID) to publish to the website as part of their duties in providing information services to the public.

Banten Province e-government website is <https://bantenprov.go.id> which was created to inform the results of development that has been carried out by the Banten Province government. After the law no. 14/2008, PPID was responsible for public information services on the site. Based on the Decree of the Governor of Banten No. 489.1/Kep.113-Huk/2017 [3] Regarding the Establishment of Information and Documentation Management Officials in the Banten Provincial Government, where PPID has the following tasks:

1. Coordinating and consolidating leverage and consolidating the collection of information and documentation material from the regional apparatus in the Banten Provincial Government environment.
2. Store, document, provide and provide information services to the public.
3. Verifying public information material
4. Updating information and documentation.
5. Providing information and documentation for access by the community
6. Carry out an inventory of exempt information for consequence testing by the Advisory Team
7. Making an information service report, which includes:
  - a. Number of requests for public information received
  - b. The time required to fulfill each request for public information.

- c. Number of requests for public information that were granted either in whole or in part and requests for public information were rejected and,
- d. Reasons for refusing requests for public information

In obtaining information, there are two, first by going directly to the OPD, or through electronic which is more prioritizing information services through the internet media or known as e-government. Through e-government media, all information related to activities in each regional organization can be easily accessed by the public or other agencies that need information services. It's just that in this public information service both directly and through the internet media often hampered in updating data.

The data displayed on the Banten Province e-government website is divided into two types of data, the first is dynamic data consisting of video data and photographs of all activities of the governor and each OPD in the Banten

Provincial Government. And the second is static data inputted by PPID, concerning the OPD work program, budget size and budget management. This information data is often a constraint, because data related to work program information and about the budget is often late coming from the OPD to the PPID so there is often a delay in data processing resulting in publishing being hampered. Often PPIDs get complaints from applicants for information related to the data they need not contained in the content they are looking for. The need for this data is much needed by the community both the general public, academics, NGOs. This data delay caused dissatisfaction from the applicant, especially when directly approaching the OPD to request information as recommended by the Provincial PPID and the absence of a response that caused the applicant to then object to the information commission. So every year the regional information commission receives applicants' complaints related to data they did not get.

GRAPH 1  
DETAILS OF PUBLIC INFORMATION OBJECTION SERVICE



(Source: Main PPID Annual Report. 2017)

The graph above shows the objection of public information services to PPID within the Government of Banten Province in 2017, where 133 objections were submitted. Of the 133, there were 16 objections from two institutions namely the Anti-Criminal Moral Movement (GMAKS) of one objection, then to the two Anti-Criminal and Corruption Societies as many as 15 objections, while the rest were from individuals. Most of the objections of individuals who entered also had a background of institutions that used to submit requests for public information and information disputes at the Banten Information Commission. In view of the changes in the applicant because of the tendency of the individual parties is their effort to facilitate the requestor of information in accessing the information they need, because the requirements that must be included when the application through the institution is quite strict, because they must

attach a decree from the Ministry of Law and Human Rights.

Main PPID of Banten Province Government in this case the Office of Communication, Information, Statistics and Encoding of Banten Province has made efforts to improve. In the past 2016 SKPD / OPD are still independently creating their own websites but for 2017 it has been provided through the application field on Diskominfo and the website has been provided, it is only the OPD that has the direct obligation to encode information and publish themselves according to what is mandated in article 9,10 and 11 KIP laws. And perform service standards in accordance with Perki No. 1 of 2010.

In this era of public information disclosure, it is fitting for every public institution to publish all activities in accordance with KIP law. The public's right to know how to run a government in the region, besides that the community

is free to know everything related to the work programs carried out by the local government, government policies and supporting documents, public agency agreements with third parties and others. Freedom of access to information itself is regulated in Law No. 14 of 2008 concerning disclosure of public information.

#### V. CONCLUSION

Public information services have been carried out by PPID, it's just not optimal. There are still objections raised by public information applicants indicating that there is still dissatisfaction with information published on the Banten Provincial government website. In addition, there are still delays in the collection of data / information carried out by the OPD, so it is too late to publish. In addition the need for data updates is carried out regularly as mandated by the law on public information disclosure. In addition, the Banten provincial government is also working with the Information Commission to provide education through socialization so that people are more aware of which information may be published and which should not be published under the law. In addition, there must also be a greater understanding of the apparatus implementing public information services regarding which information can be published, including regarding work program budgets that are requested by information applicants.

#### ACKNOWLEDGMENT

This paper has been presented in international conference on Democratization in southeast asia and thank you for the committee.

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