Advances in Social Science, Education and Humanities Research, volume 410
1st International Multidisciplinary Conference on Education, Technology, and
Engineering (IMCETE 2019)

Implementation of E-Government Policy in Banten Province

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Abstract—The development of technology and information requires local governments in particular to be able to innovate public services based on information technology. The problem in this research is the apparatus resources that deal with system problems and the apparatus that provides public services have not been able to optimize various public service applications that already exist and are still not integrated systems and applications that exist in all regional devices. The research method used is to use descriptive research models and designs and data collection techniques in this study, namely: interviews, documentation and joint/triangulation. Regional Governments with Business Entities and Local Governments with Communities are deemed to have not optimally utilized the existence of information technology, including the lack of integration of Electronic Government or called e-Government in the administration of regional governments, therefore the policies and strategies of the Provincial Government in organizing communications and information are needed. : Information and Communication Technology Master Plan; e-Government utilization; data and information management; and organizing means of Communication and Information Dissemination.

Keywords: e-government, policy, Banten

I. INTRODUCTION

Banten Province has been an autonomous region for 19 years, with administrative regions divided into regions, namely 4 districts and 4 cities namely Pandeglang Regency, Lebak Regency, Serang Regency and Tangerang Regency, Tangerang City, Cilegon City, Serang City and South Tangerang City. The population of Banten province currently reaches 12,689,736 people (BPS. Banten Province) and geographically the province of Banten is 8,651.20 km2.

TABLE. TOTAL POPULATION OF BANTEN PROVINCE IN 2018

Regency/City	Male	Female	Total
Pandeglang Regency	617.012	591.999	1.209.011
Lebak Regency	663.511	632.299	1.295.810
Tangerang Regency	1.887.915	1.804.778	3.692.693
Serang Regency	760.808	740.693	1.501.501
Tangerang City	1.114.613	1.070.691	2.185.304
Cilegon City	220.105	211.200	431.305
Serang City	347.305	330.499	677.804
Tangerang Selatan City	854.013	842.295	1.696.308
Banten Province	6.465.282	6.224.454	12.689.736

Banten Province which is relatively broad needs to build connectivity between regions that facilitate public access both in public services and in the delivery of local government information to the public. Therefore Banten provincial government needs to formulate a policy that implements an integrated system within the e-government framework, because the use of communication and information technology in the government process (e-government) will increase efficiency, effectiveness, transparency and accountability of government administration.[1]

In achieving these efforts it is necessary to draw up a master plan for the use of technology, information and communication that makes it easy for the public to obtain information and public services. Local government claims have implemented e-government, in fact the implementation of e-government is only limited to the implementation of web presence.

Understanding e-Government is an information management system and internet-based community services. This service is provided by the government to the community. By utilizing the internet, there will be very many development modes of service from the government to the community which enable the active role of the community where it is expected that the community can independently register for licensing, monitor the settlement process, carry out directly for each licensing and other public services. All of these things with the help of internet technology will be able to be done from anywhere and at any time.[2]

Siagian explains that a fact in the life of an organization's leadership plays a very important role and is even said to be very decisive in the achievement of predetermined organizational goals. To achieve organizational goals, leaders both individually and in groups need help from subordinates.[3]

Subordinates have an obligation to provide various inputs, information and data that are valid against their superiors so that the leadership in making a policy has gone through the right process. This is in accordance with the opinion of Riant Nugroho that the implementation of policy in principle is a way for a policy to achieve its objectives. [4]

The purpose of implementing the policy in this study is that the government can provide facilities for the public to obtain public services.

II. METHODS

This study uses a qualitative method. The focus of this research is more on government policies in implementing e-governmnet. The approach used in this study uses; (1). How is the implementation of e-government in the Banten Provincial Government Office (KOMINFO) (2). Supporting and inhibiting factors in the application of information systems to the Government of Banten Province. (3) availability of a Technology and Information Development Master Plan. The analysis used in this study is the analysis proposed by Sugiyono that data analysis is the process of systematically searching and compiling data obtained from interviews, field notes, and other materials, so that they can be easily understood and the findings can be be informed to others. This research instrument uses data obtained during interviews with informants using structured interviews.[5]

III. RESULTS AND DISCUSSION

Banten Provincial Government has issued Banten Governor Regulation Number 67 Year 2017 Regarding the Information and Communication Technology Master Plan of the Banten Provincial Government in which the scope of the regulation of the Information and Communication Technology (RITIK) Master Plan is a general guideline in planning, development, development, utilization, and control.[6]

Information and communication technology that will be developed within the Banten Provincial Government is expected to be able to support decision makers at every level in the regional apparatus in making measurable and targeted policies to support the implementation of e-government (interview results 29 October 2019)

RITIK in its implementation has the following objectives:

- the creation of a standard and integrated pattern for every planning, development, development, utilization and control of information and communication technology within the Banten Provincial Government
- the formation of governance in the use of information and communication technology models both hardware and software networks that are integrated in each regional device in the Government of Banten Province
- support the main tasks and functions and improve the efficiency and effectiveness of the implementation of work
- provide direction for planning, development, development, utilization and control of architectures that meet the needs, functional areas, and functional activities
- integrated and controlled every procurement of hardware and software in accordance with the needs of information and communication technology and the creation of adequate human resource needs along with the steps of its development.

One component of the process of implementing information and communication technology that is very important is the management of plans that are supported by accurate databases that will provide significant benefits to the organization.

However, the governor's regulation was determined before there was a higher regulation, namely the regional regulation of Banten province. Banten Provincial Regulation Number 6 Year 2018 Concerning the Implementation of Communication and Information was only established on October 10, 2018. The scope of the Regional Regulation covers: a. policies and strategies; b. the implementation of Communication and Information; c. cooperation; d. community and business community participation; e. guidance and supervision; f. appreciation; g. funding (interview results, 31 October 2019)[7]

The Provincial Government of Banten in organizing public services based on information and communication technology between the Regional Government and the Government, the Regional Government with Business Entities and the Regional Government and the Community is deemed not optimally utilizing the existence of information technology, including the lack of integration of the Electronic Government or called e-Gov in the administration regional government, therefore the Provincial Government's policies and strategies are needed in the administration of communication and information which include:

- Information and Communication Technology Master Plan;
- utilization of e-Gov;
- data and information management; and
- organizing means of Communication and Information Dissemination.

This Regional Regulation also includes cooperation, community participation and the business world, supervision, guidance, monitoring and evaluation, awards and financing as well as sharing arrangements for the use of command centers owned by the Banten Provincial Government with the District / City Governments in realizing Banten One Data and Smart City.

Likewise, Banten Governor Regulation No. 7 of 2018 concerning Electronic System Governance in the Provincial Government of Banten has been established in advance on February 20, 2018. (interview results 31 October 2019). The scope of Electronic System Governance in this Local Government Environment includes:

- ICT infrastructure;
- Local Government domain and subdomain names;
- application;
- data and information;
- Local Government web portal;
- Local Government e-mail;
- data center and disaster recovery center;
- connectivity between information systems (interoperability);
- human Resources;
- standard operational procedures; and
- supervision supervision.[8]

In addition, the Banten Province also created a Jawara e-Gov which is a service portal for using applications for activities in the Banten Province government. Some of the applications in the portal include: e-Simral (Management

Information System for Planning, Budgeting and Reporting), social assistance e-grants, SIKAP (Government Apparatus Performance System) application, PPDB online SMA / SMK (New Student Reception), Yankes (Health services), e-SP2D (Fund Disbursement Warrants), e-Samsat, SIPEKA (Open Electronic Licensing Service System), TEPRA (Budget Realization Evaluation and Oversight Monitoring Team), PPID (Information and Documentation Management Officer), LPSE (Service Electronic Procurement), SIRUP (General Procurement Plan System), Homecoming Info, online tax payment. The applications are divided into the categories of complaints services, information services, licensing services, tourist destinations, health services, educational services, staffing services. [9]

The supporting devices for e-government in Banten province in accordance with regional regulations have established the communication and informatics service as the formulator of the Communication and Information Policy.
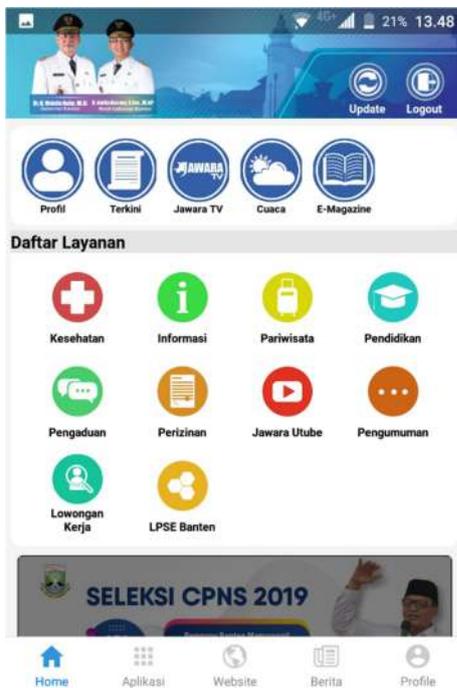

Figu.1. Jawara e-gov

Fig.2. Jawara e-gov

One of the advances made by the Ministry of Communication and Informatics policy is that the server and data center have been centralized in the Department of Communication and Information Technology which is oriented to Banten.

IV. CONCLUSION

Theoretically this policy making needs to get an evaluation as stated by William N Dunn (199: 608-610) in Riant Nugroho, namely evaluation regarding the production of information about the value or benefits of policy results. Evaluation provides valid and reliable information about policy performance.[4]

D with the existence of governor's regulation which is first stipulated and higher regulation which is later stipulated then constitutes a deviation of legal norms, both state administrative law and the Hierarchy of Legislation Regulations regulated by Law Number 12 of 2011 concerning Formation of Regulations.[10]

Types and hierarchy of statutory regulations consist of:

- The 1945 Constitution of the Republic of Indonesia;
- Decree of the People's Consultative Assembly;
- Government Act / Regulation in Lieu of Law;
- Government Regulations;
- Presidential Regulation;
- Provincial Regulations; and
- Regency / City Regional Regulations.

However, in its implementation, the policy taken by the Banten provincial government related to the birth of a governor's regulation first, is an urgent condition to be carried out in connection with an instruction from the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for E-Government Development. In this Inpres the governor is instructed to take the necessary steps in accordance with the

duties, functions and authorities of each in order to carry out the development of e-Government nationally by referring to the National Policy and Strategy for e-Government Development.

Banten Provincial Government won the e-Government Award from the Ministry of Communication and Information of the Republic of Indonesia. This award was given to the Government of Banten Province in order to appreciate the use of government applications (e-Government). The award is the result of an evaluation conducted by the Ministry of Communication and Information in the 2019 Presidential Lecture, where Banten Provincial Government is the most active government agency in its implementation.

Presidential Lecture 2019 itself aims to improve public services which is one of the important targets in the implementation of Bureaucratic Reform, especially in improving public services through Information Technology. So it is necessary to realize superior and quality human resources.

Banten provincial government ranks 1 related to the use of office information systems that are evaluated to be very active in providing the biggest contribution in its implementation. [11]

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