

# The Model of E-Administration and COVID-19 Multi Helix Collaboration Policy in Indonesia

Ayuning Budiati\*, Ipah Ema Jumiaty

Public Administration Department, Social and Political Faculty  
Universitas Sultan Ageng Tirtayasa  
Serang, Indonesia

\*ayoekomara@gmail.com

**Abstract**—Indonesia is coping Covid-19 pandemic since the beginning of March 2020. Many policies and strategies that have already been conducted by the government to resolve and prevent this outbreak. The use of technology information in administration (e-administration) is very important during this outbreak. 55% people at Java Island use the internet and their gadget to gain information about its disease and how to cope and cure it, while people in Sumatra Island uses 23% of internet and their gadget to communicate and share information and even doing business, work from home, school from home and public service deliveries activities. The rest is separated into other islands in Indonesia. Policies in social distancing, restricted areas to be attended to, e-learning, and free Wi-Fi/free internet for the public need creating more new collaborations in multi helix situations. Therefore, there is a need for an e-administration multi helix policy model that is used in an integrated way to prevent this outbreak curve increase now. And even use this model for future similar disasters or pandemic. This research uses qualitative method and descriptive analysis approach. Furthermore, this research uses library research and deep interviews to gain data and information. This research argues that autonomous e-administration and multi helix policy models can resolve and prevent obstacles in coping with this pandemic Covid-19. Autonomous e-administration such as using what is up and any social media that is based on multi helix factors, good policy implementation and collaboration can be an integrated model for decreasing the pandemic curve significantly.

**Keywords**—*e-administration, collaboration, multi helix, policy, Indonesia*

## I. INTRODUCTION

Indonesia is coping Covid-19 pandemic since the beginning of March 2020. Many policies and strategies that have already been conducted by the government to resolve and prevent this outbreak. The use of technology information in administration (e-administration) is very important during this outbreak. 55% people at Java Island use the internet and their gadget to gain information about its disease and how to cope and cure it, while people in Sumatra Island uses 23% of internet and their gadget to communicate and share information and even doing business, work from home, school from home and public service deliveries activities. The rest is separated into other

islands in Indonesia. Policies in social distancing, restricted areas to be attended to, e-learning, and free Wi-Fi/free internet for the public need creating more new collaborations in multi helix situations. Therefore, there is a need for an e-administration multi helix policy model that is used in an integrated way to prevent this outbreak curve increase now. And even use this model for future similar disasters or pandemic.

Many public services should use the internet during this new normal era. However, the digital divide is still high in remote islands in Indonesia. And there is no integrated model in providing public services by using social media.

This research argues that autonomous e-administration and multi helix policy models can resolve and prevent obstacles in coping with this pandemic Covid-19. Autonomous e-administration such as using what is up and any social media that is based on multi helix factors, good policy implementation and collaboration can be an integrated model for decreasing the pandemic curve significantly.

## II. LITERATURE REVIEW

E-administration is providing public services by using the internet. Principles of e-administration are as follows:

- efficient
- effective
- transparent
- accountable

E-administration Collaboration in multi-helix policy is a policy that regulates e-administration and collaborative multi-helix in e-administration implementation. Regulation No 19 Year 2016 about electronic transaction and e-administration/e-government in Indonesia regulate all the use of the internet in Indonesia, including transaction and the use of the internet in many forms. Thus, it includes the use of social media.

Successful IT Governance PricewaterhouseCoopers [1] asserts there are six crucial steps for successful IT Governance:

firstly, Senior Management commitment and vision e-administration is often initiated by top management in the organisation, hence they most likely have support of senior management. This support is very important to sustain and keep e-administration as a part of the strategic vision of senior managers. Through this continuous support, expressed by regular follow-up, adequate available resources and support, good e-administration practices during conflict situations, including pandemic. With this kind of arrangement e-administration has better chances to succeed.

Secondly, Communication and Change management in cases where stronger e-administration are introduced organisations have come across some level of resistance. The instances where e-administration was successful despite the resistance were organisations where all paid great attention to continued communications, especially when strong resistance was encountered or when other exceptions needed to be dealt with.

Thirdly, focus, execute and enforce. When introducing or improving e-administration a well-defined plan is necessary. Success will only be achieved if focus is maintained and agreed practices are executed as planned. If a technology is introduced as one of pillars of e-administration, it is important to keep to this measure regardless of any resistance. A strict exception management process for relevant variations should be developed and can be seen as a documented and structured mechanism for stakeholders to state their case and request exceptions.

Fourthly, defining a benefit management system and setting achievable targets/expectations e-administration is about improving the value of IT and reducing risk in an organisation. Therefore, it is natural to define the targets of the new/improved e-administration practices and measure whether they are achieved or not.

Fifthly, evolution, as opposed to revolution. When introducing or improving e-administration the arrangements take time. Often must culturally changes or major procedure changes be introduced, and these require time. It is important that the enterprise plan these changes carefully and allow adequate time for implementation as well as allowing sufficient time for the organization to absorb the changes.

Sixly, do not over-engineer IT Governance IT Governance measures are key to success of IT within an enterprise. However, it is important to not overdo the effort with complicated multiple committees, overkill monitoring and reporting, not complicating processes and templates more than necessary. Over-engineering may result in more resistance and consequently get less effective [2].

### III. METHODS AND APPROACH

This study uses a descriptive method with a qualitative approach. The use of a qualitative descriptive approach in this research is based on the consideration that this approach is relevant and fits the research problem through the

interpretation of the process and meaning of the Multihelix Collaboration process. What is supported by Bungin [3] is that a qualitative descriptive format is more appropriate when used in researching the problem of The Model of E-Administration and Covid-19 Multi Helix Collaboration Policy in Indonesia.

Furthermore, this approach is used to build understanding and provide explanation of the phenomenon under study. Therefore, the phenomenon of the process and explanation of meaning is used as one of the dominant methods in this study.

The choice of a qualitative approach to research is to obtain sharp, accurate and in-depth information about how and why various variants can appear in The Model of E-Administration and Covid-19 Multi Helix Collaboration Policy in Indonesia and become a source of problems in it. By using a qualitative approach, it will be possible to obtain reformulation and reconceptualization of Collaboration theory in the use of E-Government, both from the perspective of the object studied and the perspective of the researchers themselves, through the integration of ethical and emic approaches as well as the modern qualitative paradigm. In turn, new hypothetical propositions will be generated through the interpretation of the interaction between attributes and properties which are then used to build categories and provide explanations for the phenomena under study.

The informants of this research are subjects who understand information and research objects as the main actors and others who understand the object of research [3]. Informants in this study were users of the WhatsApp Group (WAG), online community, webinars.

The informants were obtained not based on the number needed but based on the considerations of the function and role of the informants according to the focus of the research problem. Informant subject categories are those directly involved in the process of The Model of E-Administration and Covid-19 Multi Helix Collaboration Policy in Indonesia. Informant: public servants, students, teachers, lecturers, society, businessman and woman, media. Furthermore, this research uses library research and deep interviews to gain data and information.

Informants of this research are fifty-five people who use social media in Indonesia. The informants come from. Multi helix sector, namely public servants, businessmen and women, academics, citizens, and media. Data and information gained by deep interviewing, observing people's behaviour using social media through the internet and browsing the internet regarding the topic due to new normal situations because of covid 19 pandemic.

Interviews were conducted repeatedly, and some informants were interviewed within certain limits, for triangulation in strengthening the previous data to complement the research. Meanwhile, an indicator in the selection of informants in the study is to look at the social situation which includes the following aspects: setting, actors, events, and processes [4,5].

A. The Model of E-Administration and Covid-19 Multi Helix Collaboration Policy in Indonesia

Based on cases happen in Indonesia, articles no 26,27 and 28 about bad names and act unpleasant of regulation No 19 Year 2016 need to be reviewed. Political aspects can be reasoned to make those articles not effective in implementation. For example, one party sent a man into jail accused because bad names were uploaded publicly on the internet due to election winning matters.

However, collaboration in handling Covid 19 problems can use social media better than any other ways due to regulation of New Normal that we must obey. Namely, wash our hands regularly with soap, use a mask, make a distance with others, avoid crowds, and stay at home if you can, go out when it is necessary.

Social media is very popular in Indonesia. Herewith, diagram that shows it matter (figure 1):



Fig. 1. Numbers of social media users in Indonesia.

From that diagram social media users in Indonesia in 2020 are 160 million from 272.1 population. Meaning that Indonesia's productive population is very familiar with social media. Hence, by using social media collaboration in handling covid will be much better in implementation. According to interviews with social media users such as WhatsApp, WhatsApp group, Instagram, Facebook and YouTube, information about covid 19 in its platforms are very easy to understand, and moreover very comfortable to implement due to covid 19 harmfulness.

Even Though, central government and local governments have application in handling covid 19 such as Pikobar at West Java or website platform in handling covid such as at Banten namely <https://infocorona.bantenprov.go.id/covid-19/topic/5> but people very comfortable use social media such as WhatsApp when surfing or browsing and gaining information about handling Covid 19.

Some information in handling Covid 19 in social media that very popular at different segment of multi helix sector, such as generation x, y, z and some of baby boomers are as follow:

1) Instagram:



Fig. 2. Instagram users [6].

The above information in Instagram of covid 19 is very familiar (figure 2). It is spread all inside Instagram due to the public owned by the Indonesian government. Even though people do not follow that account, the government makes it compulsory and spreads it publicly to make it easy to understand and to implement. That contains information about hotline numbers of Covid 19 which is 119 ext 9. It is a very easy number. People also can read symptoms of Covid 19 diseases. Other information about handling Covid 19 in Instagram is as follow (figure 3):



Fig. 3. Instagram information.

2) Youtube: By using youtube, people can get entertainment and also information within one click due to visual, musical and interesting information in a video. It can be animation, movie or cartoon. Indonesian also use youtube also for teaching. Students or academics as one of multi helix actors use youtube for teaching and doing assignments and even mid test and post test. Therefore, the government can use youtube in handling Covid 19 also. And Even, Jogjakarta government has many movies on youtube to share their government programs, including Covid 19, Vaccine Covid 19, and their tourism. One example of handling covid 19 in you tube are as follow (figure 4):



Fig. 4. Example the use of youtube [2].

From those examples, Indonesian and Indonesian government in fact already use social media in sharing their program. However, there is also a government website in handling Covid that is not familiar and not being used by Indonesian. It is not effective in the collaboration aspect and the effectiveness of multi helix collaboration policy in handling Covid 19.

3) *Facebook and twitter*: These platforms are used by baby boomers and generation x and y. Therefore, those are very effective in sharing information including in handling Covid 19 (figure 5).

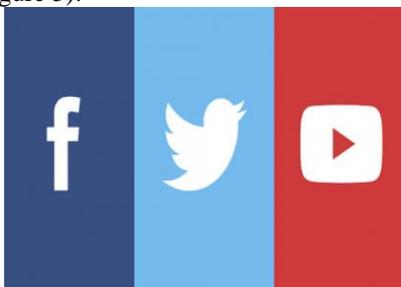


Fig. 5. Facebook and Twitter users.

According to Facebook and twitter users, those platforms are very easy to use, very enjoyable because through them you can communicate with others and gain a lot of information including about handling Covid 19. These platforms also under Regulation about transaction electronic No 19-year 2016. Meaning, users should follow that regulation, for example do

not use dirty words, spreading hoax and accused government or others without proof.

4) *Applications*:



Fig. 6. Pikobar application.

Pikobar is one application in handling Covid 19, owned by the West Java Province Government. It uses artificial intelligent (figure 6). According to West Java informants, Pikobar is very accurate and helpful. People just must download Pikobar in their mobile phone and can report of a Covid 19 victims or ask where vaccine of Covid 19 can be obtained.

Based on above analysis, herewith researchers propose a model of multi helix collaborative policy in handling Covid 19: Regulation No 19 Year 2016 about Information and Electronic Transaction Efficient Effective Transparent Accountable Collaborative social media (Applications).

Above model shows, principles of the use of the internet by the government in handling Covid 19 or electronic administration. This e-administration is also under regulation of Information and Electronic transaction No 19 year 19. By using social media, then information of handling Covid 19 to multi helix actors namely government, business, society, academics, and media moreover all aspects in society such as mass community will be more effective, efficient, transparent, accountable, and collaborative.

IV. CONCLUSION

The Regulation No 19-year 2016 regulates e-administration multi helix policy implementation. That policy also regulates multi-helix collaboration that is used in this New Normal era. At the time this paper is made, that regulation is being reviewed for better implementation. Articles of that regulation are needed to be more effective in implementation. Principles of collaborative multi helix implementation in handling covid by using social medium namely effective, efficient, transparent, accountable, and collaborative.

#### V. SUGGESTIONS

- Freer Wi-Fi for public at streets and mosques or other religion buildings
- Multi-helix collaborative actions need to be implemented into Indonesian society from smallest units such as family, RT/RW (neighbourhood house)

#### REFERENCES

- [1] L.L.P. PricewaterhouseCoopers, Mergers and acquisitions: a global tax guide. John Wiley and Sons, 2006.
- [2] S. Salavati, IT Governance & Management: An ability to be more efficient and competitive, 2007.
- [3] B. Bungin, Penelitian Kualitatif, Komunikasi, Ekonomi, Kebijakan Publik, dan Ilmu Sosial Lainnya. Jakarta: Kencana Prenada Media Group, 2008.
- [4] S. Sugiyono, Memahami Penelitian Kualitatif. Bandung: Alfabeta, 2005.
- [5] J.K. Garna, Metoda Penelitian: Kualitatif. Bandung: The Judistira Foundation dan Primaco Akademika, 2009.
- [6] F.A. Burhan, Penggunaan WhatsApp dan Instagram Melonjak Selama Pandemi Corona [Online]. Retrieved from: <https://katadata.co.id/febrianaiskana/digital/5e9a41f84eb85/penggunaan-whatsapp-dan-instagram-melonjak-40-selama-pandemi-corona>. Accessed 10th August 2020.