



The Utilization of Information and Communication Technology Systems in Good Government Management

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Abstract. The focus of this scientific study is on the implementation of the utilization of information and communication technology system in good governance. The fulfillment of good public services and accountability of government performance to public through the utilization of information and communication technology system as a formula in materializing a good governance is an actual issue in today industrial revolution. The objective to be achieved in this scientific study is to observe the usefulness of information and communication technology system in supporting good governance management, enabling the services to the public to be facilitated and the accountability of government performance to the public can be productively given. This study used a qualitative empirical research method considering that what was studied and analyzed was the concept of government policy innovation as a manifestation of the government as a state administrator. In the end, this scientific study can reveal the use of information and communication technology systems in supporting good governance.

Keywords: Technology · Management · Government

1 Introduction

The implementation of responsible governance is indeed not easy to do, considering that there are many factors that influence the occurrence of irregularities in the practice of governance. Such as the high-cost system for selecting government leaders, the integrity of government leaders and employees is also still very low, the application of sanctions, both administrative and legal sanctions, is also often weak. All of these things need to be corrected not only in terms of regulation, but the most important thing is the cultivation or internalization of the values of honesty in every government leader and all government officials [1].

According to experts and Indonesian laws and regulation formulations, good governance has many perspectives in a theoretical context. In Indonesia's context of laws and regulations, good governance has been formulated in Law Number 30 of 2014 concerning Government Administration. The formulation of this law was the primary focus of

this scientific paper to find out to what extent stakeholder officials implemented these regulations as state administrators.

As a state administrator, the government has a total obligation to carry out statutory orders as one of the constitutional mandates, without exception carrying out the mandate contained in Law 30 of 2014 concerning Government Administration. The implementation of this law can be reflected through government management by stakeholder officials based on the principles contained in the state administrative law.

The industrial revolution that happens nowadays has become the latest formula and supporting media in implementing the principles of good governance. Currently, the progress of information and communication technology systems as a form of the industrial revolution will certainly provide convenience for state administrators to realize good technology-based governance.

Reality shows that awareness of effective and productive use of information and communication technology systems has not yet grown among stakeholders. The use of information and communication technology systems can be a medium of communication between the government and the community. The communication needs of the government and the public, including socialization, realization, and evaluation of government performance, can be appropriately conveyed through the ease of access to technology by the community nowadays.

Based on those problems, this scientific paper sought to examine the extent to which information and communication technology systems could support the implementation of the principles of good governance as a manifestation of the mandate of the law that the government must carry out as a stakeholder in the administration of the state in Indonesia.

2 Methods

The research method was normative-empirical. This research studied and analyzed the implementation of the principles in the law as a manifestation of good government management under the mandate of the law being studied and the research topic in this scientific paper.

3 Result and Discussion

In the process of democratization, good governance often inspires activists to create a government that provides wide participation space for actors and institutions outside the government so that there is a balanced division of roles and power between the state, civil society, and market mechanisms. The existence of a balanced and complementary division of roles between the three elements not only allows for checks and balances but also produces a good synergy between the three in realizing mutual prosperity [2].

The development of General Principles of Good Governance in Indonesia has been greatly influenced by various legal advances. The ratification of the General Principles of Good Governance is expected to be able to encourage the recognition and acceptance of the General Principles of Good Governance as a legal norm that must be used as the basis by government administrators in carrying out their authority, as well as a means for

citizens to sue government administrators who deviate and become the basis for judge in deciding cases [3].

General Principles of Good Government Management are the principles used as a reference for Authority for Government Officials in issuing Decisions and/or Actions in government administration. The dynamics of implementing the General Principles of Good Government Management relating to the use of information and communication technology systems include:

Principle of Legal Certainty, is a principle in a state of law that prioritize the basis of the provisions of the regulations legislation, propriety, constancy, and justice in every implementation policy government.

Good governance management has been mandated in Law Number 30 of 2014 concerning Government Administration. It is contained in Article 10, which explains the General Principles of Good Governance. It shows that the fundamental law that provide legal certainty has mandated stakeholder officials, in this case, is the government as government administrator to implement it in good governance management.

However, the government administration law is deemed ineffective in providing legal certainty for good governance. There needs to be implementing regulations in the formulation of laws and regulations to provide directions or guidelines for government administrators in carrying out and implementing the obligations mandated by the state administrative law. Implementing regulations in the formulation of statutory regulations must refer to the principles that have been stated in the state administrative law.

Seeing the reality of the progress of information and communication technology systems as they are currently, it is necessary to set regulations and guidelines for government administrators to utilize information and communication technology media in realizing good governance. In its implementation, the government may be required to convey the entire governance process, from initiation, realization, to evaluation of all activities through the official website system to the use of official social media accounts. Reality shows that most of the stakeholders, in this case, the government at the central and regional structure level, have implemented it well but have not been fully effective. It is due to the government's use of information and communication technology systems only in the absence of respective policy innovations and awareness of the adaptation of government management to the industrial revolution that occurred. It will be much more productive if there are regulations and implementation guidelines for the government in carrying out its administration and having a technology-based management system as a form of adaptation to the progress that happens in Indonesia.

Principle of expediency, is a benefit that must be considered balance between individual interests one with the interests of other individuals, the interests of individuals with the interests of the Citizens of the Community and foreign society, interest groups one community and group interests other communities, government interests with Community Citizens, interests the current generation and the interests of generations future, human interests and the ecosystem, as well as interests of men and women.

The mandate of the government administration law to realize good governance is undoubtedly nothing but to achieve. The industrial revolution that occurred provided

enormous benefits in human life. In terms of governance, information and communication technology systems will provide enormous benefits. It can create ease of public access to the government and two-way conducive and productive communication between the government and society. Furthermore, the government can convey information related to the socialization, realization, and evaluation of government programs and public services through the official website and social media of the respective government institutions easily accessible by the public. On the other hand, the public can also provide suggestions or convey aspirations to the government regarding the community's needs. Additionally, it can evaluate the government's performance with access to public communication to the government by utilizing the sophistication of information and communication technology systems that are currently easily accessible by the public. It will show that the use of information and communication technology systems in good governance provides excellent benefits in the life of the state and society in Indonesia.

Principle of impartiality, is the principle that requires the Agency and/or Government Officials in determining and/or make decisions and/or Action with consideration the interests of the parties as a whole and non-discriminatory.

One of the duties and authorities of the government is to produce legal products in the form of the formulation of regulations and policies. In the preparation of a legal product, the aspirations and interests of the community must be prioritized without taking sides with specific groups. Regulations and policies that are born must have the values of justice that live in society, even though justice is a relative thing. However, if there is an absorption of aspirations to find out the community's needs effectively, then at least the legal product produced does not deviate from what is expected by the community. Utilizing technological media through the website and social media channels as a formula to accommodate the community's aspirations will produce regulations and policies based on the community's needs in social life. Therefore, no product is born for the benefit of certain groups.

Principle of Accuracy, is principle which implies that a Decisions and/or Actions must be based on complete information and documents for support the legality of the determination and/or implementation of Decisions and/or Actions so that decisions and/or actions that concerned carefully prepared before the Decision and/or Action established and/or performed.

In carrying out government, stakeholders must have high accuracy to produce good governance to realize social welfare living amid society. One of the parties who have the authority to correct and evaluate the government's performance is the community itself. The public can use easily accessible information and communication technology media where the government provides these facilities to provide corrections and evaluations of the government's performance. With the ease of public access to provide corrections and evaluations of the government's performance, stakeholders can correct the wrong performance quickly, precisely, and efficiently in implementing governance. Therefore, there is a high degree of accuracy in implementing good governance.

The principle of not abusing authority, is the principle that requires every Agency and/or Official The government does not use authority for personal gain or other interests and not in accordance with the purpose of granting such authority, no exceed, do not abuse, and/or do not confuse authority.

And the phenomenon of abuse of authority by government officials as stakeholders in government administration often occur. The case that often occurs in government is the fulfillment of government structure formations that are not through strict selection but only give mandates to people closest to government officials. In addition, there are often legal products in the form of regulations and policies that do not prioritize the values of community justice. The arbitrariness of government officials and the birth of authoritarian policies also often occur in the life of the nation and state in Indonesia.

The utilization of information and communication technology systems with their sophistication can be actualized as a formula to ward off attempts to abuse authority by government officials in terms of compliance with government officials. One of the formulas is implementing an open and transparent selection through a selection portal designed with a systematic and transparent technology system throughout the entire process. In terms of producing legal products, the government can absorb the community's aspirations through a technology system managed by the government and is easily accessible by the community. Thus, the born legal products are based on the community's needs. Thus, government officials do not abuse their authority in administering the government.

Principle of openness, is a principle that serves the community for gain access and obtain information true, honest, and non-discriminatory in government administration on a regular basis pay attention to the protection of human rights personal, group, and state secrets.

In government administration, information disclosure must prioritize the widest possible transparency. Information related to government performance must be submitted to the public as one of the accountability efforts for the mandate that has been given. At least three things must be fully transparent to the public. The first is the design, realization, and evaluation of government performance, especially in implementing government programs for the community. It must be communicated to the community and easily accessible to ensure that the plan follows the community's needs. The realization of the program is following the plan, and how the government evaluates improvements to programs is still not effective. It is critical to implement for the community to be actively involved not only as a target for the realization of the work program but also to be actively involved in meeting the community's actual needs. Second, disclosure of information on the preparation of legal products in regulations and policies. It shows that the government as a stakeholder has seriousness in producing legal products to provide substantial certainty and legality to the community in social life. Indeed, it aims to ensure that the legal products born can guarantee and support the community's welfare. Third, disclosure of information on the allocation and distribution of the use of government funds. It has an extreme urgency. Because, to break the chain of corruption that is still mushrooming in Indonesia, it not only focuses on sanctions for acts of corruption or misuse of government budgets but also must take preventive actions. Disclosure of information on the use of funds by the government, both allocation and distribution, will be one solution to prevent corruption. In addition, the public can find out whether the use of funds by government officials is right on target in meeting the community's actual needs.

These three things can be conveyed openly to the public by government officials through information and communication technology systems that are easily accessible by the public. Although many government officials have started implementing this in government administration, it has not been fully conveyed. It is essential to realize and get support from all parties.

Principle of public interest, is the principle that puts welfare first and public benefit in a way that aspirational, accommodating, selective, and not discriminatory.

Administering the state must pay attention to the community's interests in general. The government must adequately accommodate the needs and aspirations of the community. For this reason, the government must always have good communication with the community and listen to what the community needs.

Principle of good service, is the principle that provides service timely manner, clear procedures and costs, in accordance with service standards, and provisions legislation.

Good service by the government is undoubtedly highly expected by the community. Various complicated procedures still often occur in the public service process. The government should be able to prioritize quality services on time and at costs according to service standards. However, reality shows something else. Many service processes take much time, complicated procedures, and additional fees government officials charge for speeding up the service process.

The utilization of information and communication technology systems can certainly be used as a formula to cut various public service problems that occur. By utilizing information and communication technology systems in the service process, the community will be more facilitated, for example, by using a one-stop website portal system for all administrative service processes in government. Technology-based services will be more efficient in terms of time, procedures, and costs.

Currently, several government institutions have provided technology-based public services. Although it has not been fully implemented, it should be supported by us to continue to be developed as a form of exemplary public service.

4 Conclusion

Based on the analysis and study that has been described, it can be concluded that good governance based on information and communication technology systems had positive effects. The General Principles of Good Governance as enshrined in the Law on State Administration embodied that good governance management must prioritize the principle of legal certainty, the principle of expediency, the principle of impartiality, the principle of accuracy, the principle of not abusing authority, the principle of openness, the principle of public interest, and the principle of good service. Regarding using information and communication technology systems to realize good government management, utilization was one of the effective formulas. The existence of government management based on information and communication technology systems gave positive results, including public government communication can be established quickly; information disclosure on government performance can be activated and easily accessed by the public; absorption of community aspirations is easier to filter; one of the delivery media of the government's accountability to the community regularly; and what is

no less important is the creation of reasonable social control between the government and the community on an ongoing basis. Therefore, using information and communication technology systems in government administration could realize good governance effectively and productively.

The utilization of information and communication technology systems in realizing good governance in Indonesia still experienced dynamics that have not been effective and productive. At least two things can be proposed as recommendations in this scientific paper. First, in terms of legality, there is a need for laws and regulations that oblige all stakeholders, in this case, government officials, to implement technology-based governance. With a solid legal basis, government officials will have obligations to be implemented. Second, based on a technical point of view, the government can actualize technology-based governance through a website portal by each institution or provide an application that can be used or accessed via smartphones by the public. The use of the website and the application can be equipped with features of public administration services, government performance reporting, budget usage reports, aspiration room, and publication and socialization space related to state administration by the government. These two formulas will become the main pillars in realizing good governance based on practical and productive information and communication technology systems.

Acknowledgments. The authors sincerely thank the Universitas Islam Indonesia for providing full support in the preparation of this scientific paper. The author hopes that this scientific work can contribute to supporting a more productive scientific atmosphere at the Universitas Islam Indonesia.

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