



E-Government Implementation: The Use of e-kelurahan Improving Public Service

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Abstract. Kelurahan as an institution that is very close to the community, it implements e-government in the form of services to the community through the e-kelurahan application. The problem that arises from this is for people who are still technologically savvy, it can be analyzed the use of e-kelurahan in process of administration. Therefore, the purpose of this research is to see how the use of e-kelurahan in improving public services to the community in the Kampung Pondok Village, Padang City. The research method used in this research is descriptive qualitative in the form of in-depth interviews with the community and related parties. The results of the study indicate that the use of e-kelurahan applications in improving public services is still not effective because there are still many people who carry out services manually, lack of socialization by officers to the community about the importance of using e-kelurahan.

Keywords: Public Service · E-Government · Community Satisfaction

1 Introduction

Good governance is a government that accommodates all the interests of the people and provides excellent service to satisfy the public. The rapid development of information and communication technology has made the government continue to make efforts to change services in a better direction by adopting these technologies into public services. In improving public services, the government continues to improve services by implementing e-government through an electronic-based government system (SPBE), which began with issuing Presidential Instruction No. 3 of 2003 concerning National Policy and Strategy for the Development of e-Government. It is also stated in Presidential Regulation No. 95 of 2018 concerning an electronic-based government system, which aims to realize good governance and improve public services and increase community participation in the delivery of development services.

The development of e-Government in Indonesia is getting better. Based on the survey results of the United Nations (UN) E-Government Survey in 2020, Indonesia is ranked 88th, up 11 ranks to rank 77th in 2022 for the development and implementation of e-government or an electronic-based government system (SPBE). The success that has been achieved certainly cannot be separated from the collaboration of various government agencies, both the central government and regional governments. Therefore, the

quality of services provided by the government (e-Government service quality) through e-Government becomes important to be considered and enhanced continuously where fast and transparent services are expected to reduce processing time and costs [1].

One of the implementations of e-government in local government can be seen in services in the city of Padang. As one of the cities that has implemented a smart city, the City of Padang continues to strive to improve the quality of public services through the use of information and communication technology. The e- kelurahan application is a form of public service that has been carried out by the Padang City government among the many services to make it easier for the community. E-kelurahan is useful in managing correspondence and other administration within the scope of the kelurahan which is integrated with population data at the Civil Registry Service. Existence. e-kelurahan can help people to get services more effectively and efficiently. However, since this program was implemented in 2019 there are still residents who do not know about this e- kelurahan application and how to use it.

The implementation of e-government in the form of e-kelurahan whose aim is to provide services and convenience to the community is still not effective. The lack of socialization and the lack of human resources in the kelurahan make this possible. Manual services are still being found because some people claim that they are more satisfied with coming in person to deal with them.

The urgency of conducting this research is that since the implementation of this policy no one has evaluated how e-kelurahan is used. Our research will show results in supporting the progress of public services in Indonesia, especially in the city of Padang.

2 Literature Review

2.1 Policy Evaluation

Policy evaluation is a combination of interpretation, assessment, and evaluation. Evaluating the value and usefulness of policy outcomes in this sense means that policy assessments need to provide clear and reliable information about policy performance. William Dunn states more clearly that evaluation assists in the judgment of values that support goals and the selection of targets. In general, a value can be questioned by asking probing questions about the purpose and readiness of the target. According to William N. Dunn, there are six criteria for evaluating policies: effectiveness, efficiency, adequacy, fairness, responsiveness, and feasibility [2].

Effectiveness. Effectiveness is an alternative that produces the goal of taking action. It is always measured by product or service units or their monetary value, and it is closely related to technological rationality.

Efficiency. Efficiency defined as the amount of work required to achieve a certain level of effectiveness. The relation between effectiveness and effort, which is usually assessed in monetary terms, is called efficiency, which is the equivalent of economic rationality. The unit cost of a product or service is often used to measure efficiency. Efficiency refers to the policy that provides maximum efficacy at the lowest cost.

Adequacy. Adequacy namely how well the level of effectiveness meets the needs, values, or opportunities that generate problems. From the description above, it can be concluded that adequacy is still related to effectiveness in determining how well different choices can meet needs, values, or opportunities in solving problems.

Equality. The criteria for equality are legal and social rationality and are related to the distribution of results and efforts in various groups in society.

Responsiveness. **Responsiveness** namely the extent to which a policy can meet the requirements, preferences, or values of certain groups of people.

Accuracy. Is the values of program goals and the strength of assumptions that support these goals. Accuracy is the criterion used to select several options to be recommended by determining the results obtained from the suggested alternatives as options.

2.2 E-Government

E-Government is the application of information technology carried out by community-oriented public governments to improve services. e-Government allows accessibility of up-to-date services bringing access and convenience to the citizens, empowering them [3]. Empowered people can independently utilize existing resources in carrying out their daily activities. Transparency of government activities is increased through e-government actions, as well as through the development of digital literacy and fostering of public appreciation of information technology [4].

E-Government is a global phenomenon occurring in developed and developing countries. The concept of e- Government has begun to spread among countries [5], while the implementation of e-Government has become the main goal of many countries in the world today. There are many definitions of e-Government but no single agreed definition [6]. The United Nations defined e-Government as the use of Information and Communication Technology (ICT) and its application by the government for the provision of information and public services to the people [7].

3 Methodology of Research

The research used a qualitative descriptive method by conducting observations and in-depth interviews with the employees of the Kampung Pondok Village Head office and the Kampung Pondok Village community.

Table 1. Comparison of Kampung Pondok e- Kelurahan services.

Years	e-kelurahan	Manual	Total
2020	141	376	517
2021	135	490	625
2022	120	523	643

4 Result and Discussion

4.1 Implementation of e-Government

Currently, governments around the world are competing to implement the concept of e-Government in their countries, but some of them have failed in adopting the concept of e-Government [8]. According to OECD, e-government is about rethinking the provision of services to optimize the opportunities provided by technology [9]. The e-kelurahan application is used to facilitate various community needs. When the community wants to apply for a permit or correspondence, they must prepare all the files in advance under the terms and conditions that apply. Then the file is verified by the service officer using the e- kelurahan application.

If the file is declared complete, then the application can be processed, but if the file is incomplete, the community is asked to complete it first. When making permits or correspondence, the service officer will input the required data through the available online application form, after which it will be stored and sent to the party entitled to authorize the application.

Parties entitled to authorization include the Secretary of the Lurah, the Head of the Government Section, and the Head of the Community Empowerment Section. For every permit application or correspondence made, the party that authorizes it is also different, depending on the level of licensing or correspondence made. After being authorized, the permit or correspondence is printed and then handed over to the Lurah or a party who can represent him for validation, after which it is handed over to the resident who submitted the application. In its own implementation, the Kampung Pondok Lurah office only has one staff member and one lurah secretary, so services are often still carried out manually because the e-kelurahan application is less effective.

In 2020, quite a lot of the use of this application was recorded, considering that it was still during the Covid19 pandemic. Then in 2021, it experienced a decline, as well as in 2022, this can be seen in Table 1.

4.2 Policy Evaluation

Policy Evaluation is a method that, from search results and field research regarding e-kelurahan policies, results of evaluation using William N Dunn's theory are obtained as follows:

Effectiveness. In terms of the effectiveness of the e-output program, it is still not effective due to a decrease in the number of online service users and an increase in face-to-face service users. There are still people who are dissatisfied with the use of e-kelurahan because they feel it is a hassle to prepare materials to be uploaded to the application.

Efficiency. Services can be said to be efficient when the time, energy, and costs incurred are less. The use of e- kelurahan can save expenses on transportation costs. But on the other hand, people will need an Android phone and a stable internet connection to access services from home. The performance of public services can also be said to be efficient because the government has switched to using online platforms through e-kelurahan, as well as services in government organizations, related to internal office services that use the internet network.

Sufficiency. The results of the study show that the adaptation of the government implementing e-government through digital services it has a good impact on the people who use the service so that it can meet the needs of the community to get short and satisfying services.

Equality. Public services using e-kelurahan which prioritizes online systems can be enjoyed by all people. E- kelurahan can minimize inequality due to selective service so that more opportunities to provide excellent service will be opened because officers provide services according to the list that has been entered.

Responsiveness. Services using e-kelurahan are still not responsive because they are constrained by digital signatures during document authorization. The public is required to wait for approval before receiving a reply e-mail.

Accuracy. Communities who use online platforms are assisted because if there is a shortage of service requirements, the community does not need to spend time going back and forth to the service office. Likewise, service providers can analyze community needs appropriately.

5 Conclusion

Based on research that has been done can be concluded that The e-kelurahan application is still not effective because not all levels of society are able to use this application. Apart from requiring a smartphone device and an internet connection, the many services flows in the application confuse the users of this service. The author suggests adding a service menu and minimizing service requirements so that people who are not familiar with online applications will be more familiar with the application.

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