



Digital Government: Efforts and Problems in The Realization of Smart Governance

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Abstract. This study aims to analyze the application of digital government that has been implemented in local governments in the context of realizing smart government. The problem in this study is the number of applications that develop in local government but have not shown the efficacy and ease of public access to various information and public services. This research is qualitative research. Data was taken in four locations, namely Semarang City, East Lombok Regency, South Tangerang City, and Bitung City. Data collection was carried out through in-depth interviews and direct observation to the research location and website observation. The informants interviewed were selected by purposive techniques. The instruments are prepared based on the concepts and theories of good governance. The findings show that the adoption of integrated technology in governance is useful for realizing a more efficient, effective, communicative, and improved government performance. Changes in traditional patterns in public services and more transparent, accountable, and fair bureaucratic governance can be done in various ways, but the adoption of technology provides a significant acceleration towards smart governance. On the other hand, local government policy support has an impact on accelerating the realization of smart governance and has a positive impact on the community. The implication of this research is the need for further studies on the impact of smart governance for improving public welfare.

Keywords: digital, governance, government, smart

1 INTRODUCTION

Advances in Information Technology in various sectors have also spurred the public sector to adapt to developments that occur in society, both in theory and practice in government. Dunleavy (2006) writes about the development of IT-based governance, which includes bureaucratic governance, performance, taxation, social security, IT-based immigration and hints at the death of New Public Management (NPM) [1], In Indonesia, the use of IT in governance is marked by the issuance of Law Number 11 of 2008 concerning Electronic Information and Transactions, which was later downgraded to Presidential Regulation Number 132 of 2022 concerning Electronic-Based Government System Architecture. The application in the use of IT in governance aims to increase openness, transparency, ease of access to information, efficiency, and effectiveness, as well as close the distance between the government and the community. This is especially needed at the local government level[2].

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In Indonesia, electronic-based governance (e-government) has been applied to local governments in order to realize smart governance. Smart governance is one aspect of the six dimensions of smart cities. Smart governance is a description of governance that is implemented to change traditional patterns in the bureaucracy so as to produce business processes that are faster, effective, efficient, communicative and strive to continuously improve bureaucratic performance through innovation and adoption of integrated technology. Smart governance is at least applied to public services, bureaucratic governance, and public policy efficiency, through IT adoption.

The adoption of technology in government is manifested in digital government, although in the concept of digital transformation, digital government is still one level above digitization and still below digital transformation[3]. However, digitalization in the government sector is a step that should be appreciated because it at least accelerates services, opens access to information in the context of openness and transparency, and opens public space in carrying out dialogue between the government and the community (G to C) and the community and the government (C to G).

The problem in this study is how digital government is applied to local government, as well as what are the efforts and obstacles in implementing digital government. This study aims to analyze the application of digital government in local government. This research was conducted in four regions, namely Semarang City, South Tangerang, Bitung, and East Lombok Regency. The four regions are interesting to study because of the information that these areas have implemented smart city programs.

2 Methods

This research is qualitative research. The focus of research is the application of digital government in the government sector in general and local governments in particular, in supporting the realization of smart governance. The research locations include Semarang City, South Tangerang, Bitung, and East Lombok Regency. The data retrieval technique used is the snowball technique. Data collection is carried out through direct observation at the research location and observation of local government websites. In addition to observations, in-depth interviews were also conducted with key informants in each region. Key informants consisted of the Regional Secretaries of East Lombok and Bitung City, the Head of the Regional Development Planning Agency of Bitung City and South Tangerang, the Head of the Communication and Information Office of Semarang City, East Lombok Regency, and South Tangerang City as well as several community leaders at the research location as a triangulation of data sources.

Data processing is carried out by classifying and mapping research data in accordance with predetermined aspects / themes, which refer to the theory used. Research instruments include website quality, accessibility of information and public services, types of public services available, availability of dialogue space for the public and government (G to C / C to G). The validity of research data is carried out by checking the accuracy of data through check and recheck / tringulation of data sources and related information, conducting discussions with the team to improve the accuracy of research results. Based on coding and data analysis, conclusions are drawn up.

3 CONCLUSION AND SUGGESTION

Based on existing data, digital government has been implemented in Indonesia, with the Kominfo service as the command in preparing the command center. There are electronic/digital government-based government system architectures that use the services of third parties (universities or private), some are made by local governments themselves. The implementation of digital government is supported by regional policies, namely in the form of smart city master plans, which are coordinated with the Smart City Masterplan Preparation Guidebook 2017-Movement towards 100 smart cities published by the Ministry of Communication and Information.

The implementation of digital government is focused on four aspects, namely the availability and quality of websites, ease of access to information provided by local governments to the community, availability of public services, and ease of communication built by the government with the community through e-democracy. The application of Digital Government in several local governments in Indonesia can be seen in Table 1

No	Digital Government Implementation	Semarang City	City South Tangerang	Regency East Lombok	Bitung City
1	Availability and quality of local government websites	V (websites available) (clear information, up to date)	V (websites available) (Clear and detailed information, seen from the sub menu when you first open the website https://www.tangerangselatankota.go.id/)	V (websites available) 1. Website Name One East Lombok Data: From the side information type column is very complete, but when the file is opened, no information appears and the file is cracked, there is a news column, but the content is not a news narrative, even the page is not found.	V (websites available) (clear, up to date information can be seen in the information tab)

No	Digital Government Implementation	Semarang City	City South Tangerang	Regency East Lombok	Bitung City
				2. Website name: Lombok Portal timurkab.go.id: The information component is very complete, the data provided is up to date, clear, structured, neat and detailed	
2	Public Access to Local Government Performance Information	V (real time)	V (not real time)	V (not real time)	Government Agency Performance Accountability Report (LAKIP) Year 2016 *last updated (inaccessible)
3	Public service	V (City Government Services, Licensing, Complaints, Procurement, Application and Data Check, General)	V Complete	V For one data east lombok there are no public services available, for lomboktimurkab.go.id: there are regional applications such as the PPID, E-SAKIP, ELADES, commodity, PMI, attitude, sipadat,	V (https://bitungkota.go.id/layanan)

No	Digital Government Implementation	Semarang City	City South Tangerang	Regency East Lombok	Bitung City
				there are also public services in the form of population, health, kptsp	
			(Dukcapil Services, Child Care and Maternal Public Health, Public Service Mall (MPP),		
	Barcodes available per SKPD		LPSE, PPID, Licensing, E-SPPT, E-SPTPD, UN and BPHTB, RSU Tangsel Legal Documentation and Information Network, Tangsel Broadcast, Monitor Market Price, Public Complaints, Data and Statistics.		Using the Bitung DC application can be downloaded on google play
4	e-democracy		There is a statistical menu in the field of politics, every year in the form of a compilation book of the latest political administration 2022. The book contains political party institutions, election administration: KPU & Bawaslu, DPRD to mass organizations.	There is a community complaint service to the regent with a report application and citizen aspirations	Agreed Space: Direct Communication Forum/Dialogue between the City Government and its Staff with the community

Based on the data and information shown in Table 1, it can be said that the average region has developed digital government, which is guided through the development of

a smart city master plan initiated by Kominfo RI. The efforts made by the local government are:

1. Policy aspect, namely by drafting a regional regulation on the smartcity masterplan by integrating it into the RPJMD. Generally, all regions already have a smart city masterplan.
2. Financial aspect, namely by providing a budget for digital government development through the APBD and central government assistance. Some regions have adequate budgets to develop smart government (Tangsel has adequate budgets), while Semarang, East Lombok District, and Bitung have smaller budget allocations for digital government development.
3. Networking aspect, namely by building collaboration with the private sector, universities and the community to accelerate the development of digital government towards a smart city. Semarang managed to build excellent collaborations with universities and private sector

Based on observations made through websites in the four regions, the following data were obtained:

1. Bitung City

Bitung City, North Sulawesi has a data bank and services that are quite good. However, the disadvantage is that detailed data on local original income, transfer income and other legitimate local original income is not complete for the annual report. Real time about local taxes and regional levies cannot be accessed by the people of Bitung City. The public service application of Bitung city consists of:

- PATra Online is a Market Price Information Application in Bitung City
- LPSE (Electronic Procurement Services) is the Procurement of Goods and Services
- Agree Balapor is a Community Complaint Reporting Application
- Bitung DC is Bitung Digita City Public Service Portal of Bitung City
- Siormas is a registration application for community organizations in Bitung City
- Bitung Siaga Sepakat 112 is an emergency call service for 112 Bitung City and is toll-free

Bitung has an advantage in providing democratic space for its people, namely Ruang Sepakat, which is held every Wednesday in the first week of every month. The Agreed Room was broadcast online, which was attended by the Mayor, Head of Service, and Religious Figures who are respected figures in Bitung City and Open to the general public.

2. South Tangerang City

Advantages of Tangsel City Website: The website is complete, integrated and sustainable between SKPD. There is a Broadcast feature (Reporting and Assignment System): The public is allowed to submit complaints by including photo evidence of existing public facilities.

Weaknesses of Tansel: Some sub-menus are not accessible to the public and data is not updated, especially for financial management menus including APBD, Regional Financial Statements and General Procurement Plans. The Budget Change Implementation Document (DPPA) was last updated in 2018.

3. East Lombok Regency

Advantages: the website is very complete in terms of the type of information in the available columns such as infrastructure, poverty, religion, youth, population, labor, finance and unemployment, cooperatives and SMEs, maritime, tourism, investment, women and children. However, the weakness is that the information submitted is incomplete and there are files that cannot be opened and cracked. There is no public complaint service, structurally less attractive as well as the appearance of the website.

Website <https://portal.lomboktimurkab.go.id/>. Advantages: This website is one of the official websites of the East Lombok Regency Government. The type of information column provided is very complete containing up-to-date data, news, infographics, government programs, public services, regional applications, and community complaints. From the appearance of this website is very structured and has an attractive appearance. Each information clicked is publicly accessible and contains information according to the type of information chosen. None of the files clicked are cracked or cannot be opened. Weakness there is information in the form of videos on the website but not available. In terms of applications, e-democracy such as public complaints to the regent are available but cannot be accessed and do not appear. What appears is a time out. There is a mass of aspirations of citizens but there is no information.

4. Semarang City

The advantages of the Semarang city website, both the official website of the Semarang city government and the Semarang data satudata, are very informative and well managed (updated and real time). In addition to realtime, all information provided by each SKPD is easily accessible, and provided in barcodes. Another advantage is that the information provided is in one commando of the Public Information Service Mobile Application at the Semarang City Government. The advantage implemented in building digital government is the success of the government in collaborating with Dian Nusantara university and existing companies, such as Telkomsel.

The obstacles encountered in developing digital government are:

- In some areas lack human resources who are able to manage information well. This generally occurs in areas with a shortage of human resources, such as in East Lombok and Bitung Districts
- There is still a lack of supporting infrastructure, such as bandwidth availability in providing server capacity and data security systems.
- Not all people are technologically literate and ready to receive digital services. Government efforts are needed that continuously socialize forms of digital services that are user friendly.

4 CONCLUSION

Digital government is one of the elements in realizing smart governance, which is under the umbrella of the smart city masterplan policy, initiated by the Indonesian Ministry of Communication and Information. Digital government is implemented in three forms, namely the provision of public services (including the provision of information, various digital-based services), digital-based governance (e-budgeting, correspondence), and the efficiency of public policies. Some regions have been able to implement digital government towards digital transformation in government administration (Semaarang City) and some are still at the digitization stage (Tangsel City) and government digitalization (East Lombok and Bitung Regency).

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