Effectiveness of The Implementation of Electronic-Based Government Systems in Order to Improve Public Services (Survey of Sungai Penuh City Government)

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ABSTRACT

This study aims to determine the policies of the Sungai Penuh city government in the implementation of electronic, governance and service-based government systems and to find out whether electronic-based government systems can improve public services in Sungai Penuh City. The data in this study are primary data obtained from questionnaires distributed directly to respondents and the results of interviews with research informants. Analysis of research data was carried out qualitatively and quantitatively using descriptive analysis. The results of this study prove that the Sungai Penuh City government policy in implementing the Electronic-Based Government System is contained in Sungai Penuh city Mayor Regulation No. 12 of 2013. The Governance of Electronic-Based Governance System is managed temporarily by the Sungai Penuh City Communication, Information and Statistics Service. Electronic-based government system services available include electronic-based government administration services and electronic-based public services. The implementation of an electronic-based government system in improving public services in Sungai Penuh City has not been effective

Keywords: Effectiveness, E-Government, Public Services

INTRODUCTION

The development of technology in the era of globalization has influenced the administration of government in Indonesia. Through the use of these technologies the government is able to create better governance. The application of good governance has implications for better public services to the community. In order to achieve these ideal ideals, the government needs to improve the existing bureaucratic system. In an effort to improve the quality of government services to the public or known as public services, the government issued a policy related to information technology in Indonesia as stipulated in Presidential Instruction Number 6 of 2001 concerning the Development and Utilization of Telematics (Telecommunications, Media and Information) on April 24, 2001 which states that government officials must use telematics technology to support good government governance and accelerate the democratic process. The issuance of this policy implies that the government supports changes in government governance towards better use of technology, information and communication (ICTs) (Joko, 2018).

Then to support this policy, the Ministry of Administrative Reform and Bureaucratic Reform (PAN-RB) launched the implementation of an electronic government system or e-government which is an IT-based government system so as to make it easier for people to access the work steps taken by the government. The e-government initiative was introduced through Presidential Instruction No. 3 of 2003 concerning Electronic Government Development Policies and Strategies, in which the instructions mandated, including to each Governor and Regent / Mayor to take necessary concrete steps in accordance with their duties, functions and authorities. respectively for the implementation of national e-Government development.

At present many central government agencies and autonomous regional governments have taken the initiative to develop public services through communication and information networks in the form of websites. However, the majority implementation of the Autonomous Regional Government website is still at the first level (preparation) and only a small percentage has reached the second level (maturation), while the third level (stabilization) and four (utilization) has not been achieved (Risnandar, 2014)

Electronic Government or e-Gov is a form of implementation of the use of information technology for government services to the public. The development of e-Government is an effort to develop an implementation of electronic-based governance in order to improve the quality of public services effectively and efficiently in accordance with the principles of New Public Management (NPM). The definition of Electronic Government (e-Gov) itself according to the World Bank (World Bank) is the use of information technology (such as Wide Area Network, Internet and mobile computing) by the government to transform relations with society, the business world and interested parties.

Based on the guideline for the preparation of the agency's e-government development plan, the application of e-government in each government institution refers to the phasing of national e-government development, and is adapted to existing conditions in each government institution which includes: (a) electronic service priorities to be provided ; (b) the condition of the information infrastructure owned; (c) the current condition of service activities, and (d) the condition of the budget and human resources owned. (Habib, 2010)

Government service paradigms characterized by service through slow bureaucracy, complicated procedures, and no certainty try to be overcome through the implementation of e-Government. Submission of services to the public in the e-Government paradigm is no longer carried out through documents and personal interaction but has been carried out through electronics so that there is no more personal interaction in service delivery. The orientation of production cost efficiency in service delivery has shifted to an orientation that emphasizes flexibility, supervision, and customer satisfaction which is the principle of the new public management (NPM).

In Indonesia initiatives towards electronic government have been introduced since 2001 through Presidential Instruction No. 6 of 2001 concerning Telematics (Telecommunications, Media and Informatics) which states that the government must use telematics technology to support good governance and accelerate the process of democracy. Then the Presidential Decree No. 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government is a serious step by the Government of Indonesia to utilize information and communication technology in the government process and create an information-based Indonesian society.

However, in its development, electronic government experienced a stagnant development. After the issuance of this Inpres it can be said that the development of e-Gov implementation is still far from expectations. There are still many government institutions, both at the central and regional levels, that have not considered e-government as a priority. Electronic government is only seen as a project that must be followed and become a trend in the government (Erisva, 2017).

Sungai Penuh City is one of the regions in Indonesia that has implemented electronic government in carrying out its government affairs. E-Government development in Sungai Penuh City itself is still relatively new. The development of e-Gov began in 2012 which at that time was under the management of the Electronic Data Processing Section of the Sungai Penuh City Regional Secretariat as a responsible element in the development and development of electronic government in Sungai Penuh City. In the 2012 Budget Year, the development of electronic government has not been running effectively as mandated by the implementation of Law No. 11 of 2008 concerning Information and Electronic Transactions and Law No. 14 of 2008 concerning Public Information Openness.

The role of the Sungai Penuh City Government as a Public Agency that provides, provides and publishes public information is expected to run optimally with the establishment of an official government website, www.sungaipenuhkota.go.id in 2012. In 2017 electronic government development and development in Sungai Penuh City the responsible is the Office of Communication, Information and Statistics along with the changing number of SOPD in the Sungai Penuh City Government.

However, in its development, the application of electronic government in Sungai Penuh City faced various obstacles so that it could not run optimally. In the opinion of Meko Harlizon, S. Kom, M.Si, Head of Information Technology, KOMINFO, and Sungai Penuh City Statistics, said that the implementation and management of e-Government in Sungai Penuh City has not run well, the implementation and management of e-Government in the City of Sungai Penuh not yet able to run in an integrated and well coordinated manner. Each SKPD competes to become the foremost in the implementation of e-Government. But not a few are apathetic about this electronic government.

The potential that arises if the implementation of an electronic-based service system in Sungai Penuh City can run well will make it possible to bring government service centers closer to the community by only using computers at home or at the office. The application of e-Government provides new opportunities in improving the quality of public services by increasing efficiency and public participation. other than that the elements of deviation can be avoided and services can be provided effectively and efficiently.

The pre-survey results conducted by researchers also show that various problems in the application of e-Government in Sungai Penuh City include the absence of regional regulations that specifically regulate the implementation of e-Government in Sungai Penuh; regarding the development of e-government in the Sungai Penuh City Government environment, but this PERWAKO has not been implemented effectively by the existing SKPD. Legislation is a normative basis that provides legal certainty, legal protection, and as a source of authority that must be carried out by the government as the government organizer. From the description above, researchers are interested in conducting research with the title of the research namely "Effectiveness of the Implementation of Electronic-Based Government Systems in Order to Improve Public Services (Survey of the Sungai Penuh City Government)". So this research is to find out and analyze empirically about:

1. Describe how the Government's policy in implementing electronic-based government systems (e-Government) in Sungai Penuh City.
2. Describe how governance of e-Government-based government systems in Sungai Penuh City.
3. Describe the service domains of electronic-based government systems (e-Government) in Sungai Penuh City.
4. Measuring whether an electronic-based government system can improve public services in Sungai Penuh City.

THEORITICAL REVIEW

E-Goverment

The combination of the ideas of New Public Management (NPM) with the use of information technology that appears in the phenomenon of administration through the internet has given rise to the concept of digital government applications, or more popularly referred to as Electronic Government. E-Government is the use of information technology by government agencies such as wide area Networks (WAN) internet, moble competing, which can be used to build relationships with communities, businesses and other government agencies.

According to Falih Suaedi, Bintoro Wardianto, (2010: 54), E-Government is an effort to use information and communication technology to improve efficiency and effectiveness, transparency and accountability of the government in providing better public services. E-Government is to use information and communication technology to promote more efficient and cost-effective government, then service facilities to the general public and make the government more accountable to the public. Therefore the vision proclaimed must also reflect the shared vision rather than the existing benchmarks such as:

a. Improve the productivity and operational performance of the government in serving its people.
b. Promote clean and transparent government.
c. Improve the quality of people's lives through the performance of public services.
d. Ensuring the creation of a democratic state.

Electronic-Based Government System Policy

The definition of government policy in principle is made on the basis of broad policy. According to Werf (1997) what is meant by policy is an effort to achieve certain goals with certain goals and in a certain order. While government policy has a standard understanding, namely a decision that is made systematically by the government with specific aims and objectives concerning the public interest. In accordance with the State administration system of the Republic of Indonesia, the policy can be divided into 2, namely:

1. Internal (Managerial) Policy, which is a policy that has the power to bind the apparatus in its own government organization.
2. External policy (Public), which is a policy that binds the general public, so that with this policy the policy must be written.

The definition of government policy is the same as the policies of various forms such as if done by the Central Government in the form of Government Regulations (PP), Ministerial Decrees (KepMen) and others. Whereas if the government policy is made by the regional government, it will produce a decree (SK), regional regulation (PerDa) and others.

Definition of public policy according to Leo Agustino (2008: 7) is a series of actions / activities proposed by a group or government in a particular environment where there are obstacles

(difficulties) and possibilities (opportunities) where the policy is proposed to be useful in overcoming it. to achieve the intended purpose.

Government policy is the policy or policy that is translated from the word policy is usually associated with government decisions, because the government has the authority or power to direct the community, and is responsible for serving the public interest. This is in line with the public understanding itself in Indonesian which means government, society or the public.

Public policy is an action taken by the Government in controlling its government. In the implementation of regional government, public policy and law have an important role. The discussion of the law can include two aspects including, aspects of justice concerning the needs of the community for fairness in the midst of many dynamics and conflicts in the community and this legal aspect concerning what is called positive law, a rule stipulated by a legitimate State power and in its enforcement it can be forced in the name of law. So policy is a set of decisions taken by political actors in order to choose goals and how to achieve them.

Governance of Electronic-Based Government Systems

Information technology governance is a branch of corporate governance that focuses on information technology (IT) systems and performance and risk management. The increasing interest in IT governance largely arises because of compliance initiatives and the recognition of the ease of IT projects to be out of control that can have a major impact on the performance of an organization.

Tantri Hidayati (2016) states that Government (Government) is a group of people who regulate a community or unit. Who establishes and manages public policies and executive, political and sovereign powers through customs, institutions and laws in the country. Governance (governance) is a process of decision making and the process by which the decision will be implemented (or not implemented).

According to Sambamurthy and Zmud (1999), IT Governance is intended as a pattern of authority / policy towards IT activities. This pattern includes: building IT Infrastructure policies and management, using IT by end-users efficiently, effectively and safely, as well as effective IT Project Management processes. The COBIT standard from the ISACA institution in the United States defines IT innovation as "the structure of relationships and processes to direct and enterprise control in order to achieve the return of goals and value while balancing risk versus return over IT and its processes"

Whereas Oltsik (2003) defines IT Governance as a collection of policies, processes / activities and procedures to support the operation of information technology so that the results are in line with business strategy (organizational strategy). The scope of IT Governance in large scale companies usually includes matters relating to Change Management, Problem Management, Release Management, Availability Management and even Service-Level Management.

Oltsik further said that good IT Governance must be quality, well-defined and "repeatable processes" that are measurable (metric) .IT Governance developed in a functioning modern organization also defines (outlines) information technology policies, establishing important procedures IT Process, documentation of IT activities, including building an effective information technology plan based on changes in the company's environment and IT development.

From some of the definitions of Information Technology Governance, we conclude that the purpose of developing IT Governance is to align the invested IT Resources with organizational strategies (to become enablers). Through understanding the definitions above, it can be seen the emphasis of IT Governance for the creation of strategic alignment between information technology and business from an organization and management has a very important role in the implementation of IT Governance.

Electronic-Based Government System Services

Information Technology Service Management is a method of managing information technology (IT) systems that are philosophically centered on the perspective of IT service consumers towards the company's business. ITSM is the opposite of IT management approaches and technology-centered business interactions. The term ITSM does not originate from a particular organization, author or supplier and the initial use of this phrase is not clear when it starts. ITSM focuses on processes and is therefore related and has similar interests to the framework and methodology of process improvement movements (such as TQM, Six Sigma, Business Process Management, and CMMI).

This discipline does not care about the details of the use of a particular supplier's product or the technical details of a managed system, but focuses on efforts to provide a framework for structuring activities related to IT and interactions between IT technical personnel and information technology users. ITSM generally handles operational information technology management issues (sometimes called operations architecture, operating architecture) and not on developing its own technology. For example, the process of making computer software for sale is not the focus of this discipline, but it is the computer system used by marketing and business development in software companies that is the focus of attention.

Many non-technology companies, such as the financial, retail and tourism industries, have IT systems that play an important role, even though they are not directly exposed to consumers. In accordance with this function, ITSM is often regarded as an analogy to ERP discipline in IT, although its history that is rooted in IT operations can limit its application to other key IT activities such as IT portfolio management and software engineering.

Pubic Services

Public services are all forms of services both in the form of public goods and public services which in principle are the responsibility and carried out by government agencies at the center, in the regions, and within the State-Owned Enterprises or Regionally-Owned Enterprises, in the context of implementing regulatory provisions legislation. US. Moenir (2002: 26-27)

Next to measure service quality according to Zeithmal-Parasuraman-Berry (1990) that the concept of expected service quality is determined by the quality of service. The quality of service consists of responsiveness, location, assurance, physical evidence, empathy, reliability, and timeliness of service.

In addition, the quality of public services is required to be non-discriminatory, guaranteeing the existence of citizens' equality without differentiating their origin, race and religion, and party background. What is a measure is the community needed to provide maximum service to the community. That satisfaction is the result of public assessment of the services they have received (Dasman Lanin, 2010).

Then to measure service to the community, the concept that is widely used is the service dimension proposed by Zeithmal-Parasuraman-Berry (1990) which develops a comprehensive model of service in this study focusing on aspects, namely:

a. Physical appearance, namely the quality of service in the form of physical facilities administrators, equipment and appearance of the apparatus.

b. Reliability, or reliability, is the ability to provide services that are promised accurately and reliably

c. Responsiveness or responsiveness is a willingness to help and provide fast (responsive) and appropriate service to customers, with clear information delivery.

d. Guarantee and certainty, namely knowledge, politeness, and the ability of employees to foster trust in customers.

e. Emphati, which is giving genuine and individual or personal attention given to customers by trying to understand the desires of consumers.

RESEARCH LOCATION

The research location is the place or region where the research is carried out. This research was conducted in Sungai Penuh City and focused on the Sungai Penuh City Office of Communication, Information and Statistics, as an SKPD element that carries out business and is responsible for e-Government development in Sungai Penuh City. The choice of location is based on the reason that the City of Sungai Penuh is one of the areas in Indonesia that is still new in applying the concept of electronic government in its government activities, so the authors are interested in describing the application of e-Gov in the area.

Framework of thinking

The difference between this research and previous research where the phenomenon studied was emphasized on the application of electronic government in Sungai Penuh City. The implementation of e-Government in Sungai Penuh City still cannot run optimally. The application of e-Government can be seen through five elements of the successful development of e-Gov, where these elements are things that must be owned and considered by the public sector to be able to apply the concept of digitalization. Each element of success is policy, governance, and service. Similarly, the implementation of electronic government in Sungai Penuh City can be analyzed through the three elements of success. Thus the conceptual framework in this study can be seen in the following figure:
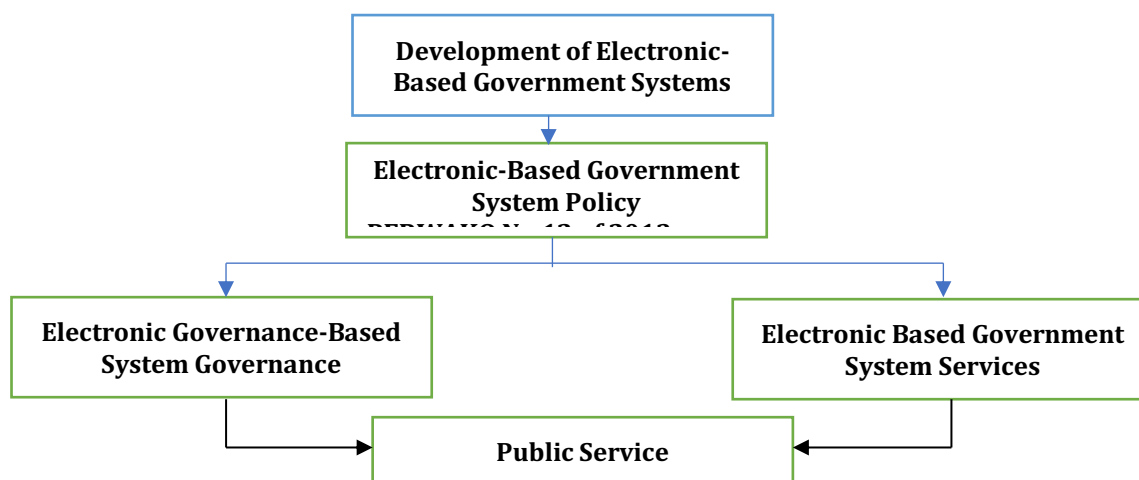
Figure 1. Thinking Framework

RESEARCH METHODOLOGY

Research Context

The research method used is a survey is a system for gathering information from or about people to describe, compare or explain the knowledge of their attitudes and behavior (Sekaran, 2017). To answer the research question, this study belongs to the Mix method research which uses a combination of qualitative research and quantitative research. To achieve the objective of the study describing the policies, governance and services of electronic-based government systems in Sungai Penuh City, a qualitative study was conducted by collecting primary data in the form of interviews with research informants.

This study tries to describe the phenomena / events that exist in the application of electronic government in Sungai Penuh City as a form of service to the public that uses information technology in its implementation. To achieve the objectives of the study, measuring the improvement of public services from the use of electronic-based government systems in Kota Sungai Penuh is done quantitatively by collecting primary data in the form of questionnaires distributed to research respondents.

Measurement and Research Instruments

To facilitate the implementation of the study it is necessary to define and measure the variables to be examined as the basis for the preparation of questionnaires and interview guidelines. Variables are an attribute of the group of objects under study which have variations between one another in the group (Sugiyono, 2007).

Table 1. Research Variables

No	Variables	Operational definition	Indicator	Data source
1	SPBE Internal Policy	Policy is a set of decisions taken in order to achieve the objectives	- Internal Policy for SPBE Governance - Internal Policy for SPBE Services	Primary data in the form of interviews with research informants
2	SPBE Governance	Ability or empowerment in managing and realizing an eloctronic-based service system	- Institutional - Strategy and Planning - Information and communication technology	Primary data in the form of interviews with research informants
3	SPBE service	A method of managing information technology systems that are centered on consumer service recipients	- Electronic-Based Government Administration Services - Electronic-based Public Services	Primary data in the form of interviews with research informants
4	Public Service	Activities carried out by a person or group of people on the basis of meeting the expectations and satisfaction of service users	- Service Procedure - Service time - Service Fees - Service Products - Service Facilities - Service provider competency	Primary data in the form of questionnaire results

In this study measuring instruments was carried out using a Likert Scale. Likert scale is used to measure attitudes, opinions, perceptions of a person or group of people about social phenomena (Sugiyo, 2008). The size of the research variables can be seen in the table of measurement of research variables with the following Likert Scale:

Table 2. Research Variable Measurement

No.	Answer Category	Score
1	Strongly agree (SS)	5
2	Agree (S)	4
3	Neutral (N)	3
4	Disagree (TS)	2
5	Strongly Disagree (STS)	1

Data Collection, Informants and Research Samples

The primary data collection technique is done by interview. According to Sugiyono (2007) interview is the process of obtaining information for the purpose of research by way of question and answer while meeting face to face between interviewers and answerers or respondents using a tool called the Interview guide (interview guide).

Questionnaires are data collection techniques that are carried out by giving a set of questions or written statements to the respondent to answer. Questionnaires can be delivered directly to the respondent, with direct contact with the researcher and the respondent creating a good condition so that the respondent voluntarily provides objective and fast data.

The technique of selecting informants that will be used by researchers is purposive sample, namely, deliberate retrieval to obtain key informants or people who know correctly and / or who are trusted. The selection of key informants was carried out to people who were directly involved and knew about the application of electronic government in Sungai Penuh City, including:

1. Head of the Sungai Penuh City Office of Communication, Information and Statistics.
2. Head of Information Technology in the Office of Communication, Information and City Statistics Sungai Penuh.
3. Head of the Infrastructure Section for Information Technology in the Office of Communication, Information Technology and Statistics of Sungai Penuh City.
4. Head of the Application Section for Information Technology in the Department of Communication, Information and Statistics of Sungai Penuh City.
5. Staff of Information Technology in the Department of Communication, Information and City Statistics Sungai Penuh.

The method of sampling uses Purposive Sampling where research samples are deliberately chosen with certain considerations so that the data obtained later can be more representative. Taking the number of samples in this study using the Slovin formula, namely:

$$n = \frac{N}{1 + Ne^2}$$

Information :
n = Number of Samples
N = Population
e = Tolerance errors taken by researchers (5% Error Rate)

Based on the Slovin formula, the sample used in this study, namely

$$n = \frac{205}{1 + 205 \times 0,05^2}$$
$$= 135$$

Thus the sample used in this study 135 was divided into five institutions in the city of Sungai Penuh.

ANALYSIS OF RESEARCH RESULTS
Policy for Electronic-Based Government Systems in Sungai Penuh City
The Sungai Penuh City Government issued a policy in the form of Sungai Penuh Mayor Regulation Number 12 of 2013 concerning Development of E-Government in the Sungai Penuh City Government Environment where the regulation regulates the governance of Electronic Based Government System services in Kota Sungai Penuh, but for policy there is no regulation regarding the Electronic Based Government System services in Sungai Penuh City.

The Electronic-Based Governance System governance policy related to its development in Sungai Penuh City is directed at:
   a. Establishment of information networks and public service transactions that have quality and scope that can satisfy the wider community and can be affordable throughout the territory of Indonesia at any time not limited by time boundaries and at a cost affordable to the community.
   b. Establishment of interactive relations with the business world to improve national economic development and strengthen the ability to deal with changes and competition in international trade.
   c. Establishment of mechanisms and channels of communication with state institutions and the provision of public dialogue facilities for communities to be able to participate in state policy formulation.
   d. Establishment of a transparent and efficient management system and work process and facilitate service transactions between government agencies and local governments.

Sungai Penuh City Regulation Number 12 of 2013 concerning Development of E-Government in the Sungai Penuh City Government Environment which states that the objectives to be achieved by the existence of rules regarding governance of Electronic-Based Government Systems in Sungai Penuh City include:
   a. Develop a reliable and trusted service system that is affordable by the community.
   b. Organize management systems and work processes of government and autonomous regional governments holistically.
   c. Utilizing information technology optimally
   d. Increase the participation of the business world and develop the telecommunications industry and information technology.
   e. Developing Human Resource capacity both in autonomous regional governments is accompanied by increasing public trust.
   f. Carry out systematic development through realistic and measurable stages.

To realize the policy of an electronic-based government system in Sungai Penuh City, the city government issues funds for the implementation of the Electronic-Based Government System as follows:

Table 3. Realization of Electronic-Based Government System Funds in 2018

No	Use of funds	Amount of funds
1	Procurement of hardware for Information and Communication Technology	Rp. 2.699.075.168
2	Maintenance of hardware Information and Communication Technology	Rp. 708.000.000
3	Total budget for SPBE in 2018	Rp.3.407.075.168

Electronic Governance-Based System Governance

The evaluation was conducted to see that in the management of Electronic-Based Government Systems in Sungai Penuh City can improve the quality of government administration that utilizes information and communication technology effectively, efficiently and sustainably. The evaluation of the management organization of the Electronic-Based Government System in Sungai Penuh City, the Sungai Penuh City Communication, Information and Statistics Service was not only carried out by an internal evalutor team from the Sungai Penuh City government but also from the Kemenpan RB held in 2018.

The implementation of the Electronic Governance-Based System development strategy and planning is carried out through 4 (four) stages, as follows:

First, the preparation stage in the creation of government websites at every institution in the region, providing education and training in human resources towards the implementation of electronic-based government systems, providing public access facilities in the form of multipurpose community centers, stalls and internet kiosks, socializing the existence of electronic information services both for public and internal users, developing leadership motivation and awareness of the importance of electronic-based government systems.

Second, the maturation stage where by creating an interactive public information site and making a connection interface for one government institution and another in Sungai Penuh City.

Third, the stabilization stage where by making public service transaction sites and making application and data interoperability with other institutions.

Fourth, the utilization stage which includes making applications for governmental services to the government, government to business, government to integrated communities.

Electronic Based Government System Services

There are several electronic-based government system service products in Sungai Penuh City, including:

Table 4. E-Government Product Data for Sungai Penuh City

No	Service	SKPD Responsible	Application Source
1	LPSE	Dinas Komunikasi, Informatika dan Statistik	LKPP
2	SIKAP	Dinas Komunikasi, Informatika dan Statistik	LKPP
3	SIMAYA	Dinas Komunikasi, Informatika dan Statistik	KEMENTRIAN KOMINFO
4	e-Puskesmas	Dinas Kesehatan	TELKOM
5	SICANTIK	Dinas Penanaman Modal	KEMENTRIAN KOMINFO
6	e-Perizinan	Dinas Penanaman Modal	REKANAN
7	SIMDA Keuangan	Badan Keuangan Daerah	BPKP
8	SIMDA Barang Milik Daerah	Badan Keuangan Daerah	BPKP
9	SIMDA Pendapatan	Badan Keuangan Daerah	BPKP
10	SIMPBB	Badan Keuangan Daerah	KPP BANGKO
11	SIAPDA	Badan Keuangan Daerah	REKANAN
12	SIMGAJI	Badan Keuangan Daerah	PT.TASPEN
13	SIMKEUDES	Dinas Pemberdayaan Masyarakat dan Desa	BPKP
14	SIAK	Dinas Kependudukan dan Pencatatan Sipil	KEMENDAGRI
15	e-Planning	Badan Perencanaan Pembangunan Daerah	DISKOMINFO PROVINSI JAMBI
16	e-LPPK	Ekobang Setda	DISKOMINFO PROVINSI JAMBI
17	SILAKIP	Organisasi Setda	PEMKOT BANDUNG
18	SAKIP	Bagian Organisasi Setda	PEMKOT BANDUNG
19	SAPK	Badan Kepegawaian dan Pengembangan SDM	BAKN
20	SPBE	Dinas Komunikasi, Informatika dan Statistik	KEMENPAN DAN RB RI
21	Website Daerah	Dinas Komunikasi, Informatika dan Statistik	DISKOMINFO
22	JDIH	Bagian Hukum	Bagian Hukum

Electronic-Based Government System in Improving Public Services
Identity of Respondents by Age

Table 5. Identity of Respondents by Age

Age	Frequency	Percentage
20-30	72	53,33%
30-40	48	35,55
40	15	11,11%
Total	**135**	**100 %**

Based on the table above it can be seen that the most respondents in this study were aged 20-30 years with a percentage of 53.33% and at least 40 years old with a percentage of 11.11%

Identity of Respondents Based on Education

Table 6. Identity of Respondents Based on Education

Education	Frequency	Percentage
Junior High School	8	5,92%
High School	29	21,48%
Bachelor	98	72,59%
Total	**135**	**100 %**

Based on the table above it can be seen that the most respondents in this study had a Bachelor education level with a percentage of 72.59% and the least had a junior secondary education level with a percentage of 5.92%.

Test Data Validity

Table 7. Test the Validity of Public Service Variables

	Valid Value Limit	Corrected Item-Total Correlation	Information
Question 1	0,30	0.405	Valid
Question 2	0,30	0.376	Valid
Question 3	0,30	0.354	Valid
Question 4	0,30	0.375	Valid
Question 5	0,30	0.416	Valid
Question 6	0,30	0.518	Valid
Question 7	0,30	0.389	Valid
Question 8	0,30	0.363	Valid
Question 9	0,30	0.551	Valid
Question 10	0,30	0.403	Valid
Question 11	0,30	0.477	Valid
Question 12	0,30	0.449	Valid
Question 13	0,30	0.566	Valid
Question 14	0,30	0.522	Valid
Question 15	0,30	0.579	Valid
Question 16	0,30	0.403	Valid
Question 17	0,30	0.383	Valid
Question 18	0,30	0.420	Valid
Question 19	0,30	0.375	Valid
Question 20	0,30	0.381	Valid

Validity tests on public service variables with a number of 20 questions indicate that all items of questions relating to public services are in valid status. This can be seen from the significance value $<\alpha = 0.05$, the corrected item-total correlation is large from r table (0.30) then the item is valid question.

Reliability Test

Table 8. Reliability Test

Variable	Coefficient Alpha Count	Criteria	Status
Public Service	0,657	0,60	Reliabel

The results of the reliability test in this study on the public service variable obtained Cronbach's Alpha value of 0.657 while the r table value (2-sided test) at the significance of 0.05 with the amount of data (n) = 135, obtained a value of 0.60. Therefore the Cronbach's Alpha value is large from the r table value (0.657> 0.60), so the items in the question instrument on the public service variable prove to be reliable. With the meaning of the word measuring instrument in this study has consistency so that when measurements are taken again on the same subject in different times the results will be relatively the same.

Descriptive Analysis

The public service variable consists of 20 questions. To see the description of each item the question can be seen in the following table:

Table 9. Descriptive Statistics

	N	Mean	TCR	Category
Question 1	135	2.4519	49.03	Not good
Question 2	135	2.4074	48.14	Not good
Question 3	135	2.4370	48.74	Not good
Question 4	135	2.4444	48.88	Not good
Question 5	135	2.4370	48.74	Not good
Question 6	135	2.4000	48	Not good
Question 7	135	2.4000	48	Not good
Question 8	135	2.3852	47.70	Not good
Question 9	135	2.3630	47.26	Not good
Question 10	135	2.4074	48.14	Not good
Question 11	135	2.4370	48.74	Not good
Question 12	135	2.4593	49.18	Not good
Question 13	135	2.3926	47.85	Not good
Question 14	135	2.4148	48.29	Not good
Question 15	135	2.3852	47.70	Not good
Question 16	135	2.4000	48	Not good
Question 17	135	2.3778	47.55	Not good
Question 18	135	2.2963	45.92	Not good
Question 19	135	2.2815	45.63	Not good
Question 20	135	2.3852	47.70	Not good
Valid N (listwise)	135		47.95	Not good

Based on the table above, it is found that on average the effectiveness of the development of electronic-based government systems in order to improve public services, with the respondent's achievement rate (TCR) of 47.95%. This shows that the effectiveness of

developing an electronic-based government system in improving public services in Sungai Penuh City is in the category of not good or not effective.

DISCUSSION AND CONCLUSIONS

Theoretical contribution

The electronic-based government system policy or E-Government issued a policy in the form of River Full Mayor Regulation Number 12 of 2013 concerning Development of E-Government in the Sungai Penuh City Government Environment where the regulation regulates the management of Electronic-Based Government System services in the City Sungai Penuh. However, the policy in the form of the regulation of the Mayor of Sungai Penuh about the development of E-Government in the Sungai Penuh city only explained generally about the implementation of e-government, and the policy has not regulated how planning, budgeting, application, and SKPD will manage a government-based system electronics in Sungai Penuh City.

The definition of government policy in principle is made on the basis of broad policy. According to Werf (1997) what is meant by policy is an effort to achieve certain goals with certain goals and in a certain order. While government policy has a standard understanding, namely a decision that is made systematically by the government with specific aims and objectives concerning the public interest. According to Samodra Wibawa (2009: 113), E-Government is the use of information technology by government agencies such as wide area Networks (WAN) internet, mobile competing, which can be used to build relationships with communities, businesses and other government agencies. With the issuance of policies governing the implementation of E-Government in the implementation of governance in the City of Sungai Penuh, it is expected to build and accelerate communication, relations and services with the community, business world and other government agencies.

Information technology governance is a branch of corporate governance that focuses on information technology (IT) systems and performance and risk management. The increasing interest in IT governance largely arises because of compliance initiatives and the recognition of the ease of IT projects to be out of control that can have a major impact on the performance of an organization.

In Presidential Regulation No. 95 of 2018 concerning the Electronic-Based Governance system, article 1 states that SPBE governance is a framework that ensures the implementation of regulation, direction, and control in implementing SPBE in an integrated manner. From the results of the analysis of research findings it was found that in the implementation of electronic-based governance system governance in Sungai Penuh City there was no official agency appointed by the Sungai Penuh City government in managing SPBE in form, but for the time being managed by the River Communications, Statistics and Information Office Full, although while still being managed by the Sungai Penuh City Communication, Statistics and Information Office, the government continues to carry out evaluations whether from the central government or institutions formed by the regions to maximize the implementation of e-Government.

Electronic-based public services that can be utilized by the community tend to not be directly felt by the community, this is due to the lack of direct socialization to the community that in obtaining government services there are several services that have been prepared to allow the community to request services, besides which is a problem in communities where internet network connections are not yet stable and good in the whole of Sungai Penuh City to be able to access electronic-based services.

If the service can be maximized in its implementation, according to Al Gore and Tony Blair in a clear and detailed manner describing the benefits obtained by the application of the concept of e-Government for a country, among others, improving the quality of government services to its stakeholders (community, business, and industry) especially in terms of performance effectiveness and efficiency in various fields of state life, increasing transparency, control and accountability in the administration of government in the context of implementing the Good Corporate Governance concept, significantly reducing the total administrative costs, relations and interactions issued by the government and stakeholders for activities daily necessities, providing an opportunity for the government to obtain new sources of income through its interaction with interested parties, creating a new community environment that can quickly and precisely respond to various problems The challenges faced are in line with various global changes and trends, and empower communities and other parties as government partners in the process of taking public policies in an equitable and democratic manner.

The effectiveness of developing an electronic-based government system in order to improve public services in the Sungai Penuh city government after quantitative descriptive analysis was carried out with a minimum average value of 2.28 and a maximum average value of 2.45 with a respondent achievement rate (TCR) of 47.95 %.

This shows that the effectiveness of developing an electronic-based government system in improving public services in Sungai Penuh City is in the category of not good or not effective. At the maturity level the SPBE governance domain and SPBE internal policies in Sungai Penuh City are at a managed level or level where the governance process is carried out with management principles that have been defined and documented, carried out based on the standards of each organizational unit. Internal policies have been legalized but the arrangements are partial or sectoral.

Moenir (2002: 26-27) defines "service as an activity carried out by a person or group of people with a certain foundation where the level of satisfaction can only be felt by people who serve or are served, depending on the ability of service providers to meet user expectations.

MANAGERIAL IMPLICATIONS

The results of this study show some results, one of which is the policy in the implementation of an electronic-based government system in the form of River Full Mayor Regulation Number 12 of 2013 concerning the Development of E-Government in the Sungai Penuh City Government Environment. This shows that in implementing an electronic-based government system in Sungai Penuh City there are rules and guidelines that govern its implementation.

Other results have been found that there is no official government-based governance system in Sungai Penuh City by the Sungai Penuh City government in managing SPBE in form, but is temporarily managed by the Sungai Penuh City Communication, Statistics and Information Service, although it is still under management by the Sungai Penuh City Communication, Statistics and Information Service, the government continues to carry out evaluations whether from the central government or institutions formed by the regions to maximize the implementation of e-Government.

And the results of this study reveal that e-Government services that exist in Sungai Penuh City, both government administration system services, or electronic-based public services. Of the two services, electronic-based government administration services can be implemented well in

Sungai Penuh City and are used for effectiveness in carrying out work. However, in the aspect of electronic-based public services that can be utilized by the community, the benefits of the community have not been directly felt, this is due to the absence of direct socialization to the community that in obtaining government services there are several services that have been prepared to enable the community to request services besides that it is also a problem in the community where internet network connections are not yet stable and good in the whole of Sungai Penuh City to be able to access electronic-based services.

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