

Development Of Electronic Governance Based Regional Government Management

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ABSTRACT

Government management is a process of carrying out governance activities or government management by authorities or government administrators in order to achieve the stated goals, namely increasing people's welfare. To support the success of the service and improve the quality of the service, it is necessary to have a service management procedure known as government management. Basically government management (public management) is the main factor in a public administration to achieve predetermined objectives with existing facilities and infrastructure, including the organization and available sources of funds and resources, as well as in this case the local government. Local governments are currently required to carry out reforms in various sectors, this is due to the increasing needs of the people who are increasingly complex day by day. Changes in management in the government sector are a necessity that really need to be improved as much as possible so that this process can later be felt by all circles of society at large. Right in 2003, the government officially issued Presidential Instruction No. 3 of 2003 as a follow-up effort to support the implementation of e-government in order to improve the quality of service to the public, especially in terms of providing information and supporting the principles of good governance. In summary, E-government as a service concept that uses information technology can be divided into several levels, namely first, preparation, second, maturation, third, consolidation; and fourth utilization. The application of the e-governance system is expected to be able to upgrade the government system in a direction that is more efficient, effective, transparent and accountable.

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INTRODUCTION

Local governments are currently required to carry out reforms in various sectors, this is due to the increasing needs of the community which are increasingly complex (Abdullah, 2016). According to Basuki (2014) change in management in the government sector is a necessity that really needs to be improved as much as possible so that this process can later be felt by all circles of society at large. In the contents of the Regulation of the Minister for Empowerment of State Apparatuses and Bureaucratic Reform Number 10 of 2011 concerning Guidelines for Implementing the Management Change Program defines that management change is management of resources in order to achieve organizational goals with better performance. The changes in the context of government here include aspects of conventional services towards a more flexible and efficient e-governance system.

Basically government management (public management) is the main factor in a public administration to achieve predetermined goals with existing facilities and infrastructure, including the organization and the sources of funds and available resources (Dengen & Hatta, 2009). Thus, government management is nothing but an effort factor in an organization that is trying to be realized in various government activities that cover various aspects of life between citizens and

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their communities. In this case government management is of course very closely related to all management of procedures, resources, institutions and stakeholders who live in the organization (Goraph & IP, 2020; Nurwati et al., 2022).

In the journal Hamid (2020) explains that government management also has four core functions that are interrelated with each other, especially those related to society, including: 1) understanding people's perceptions that are constantly changing about the value and quality of services or products, 2) understanding resource capability in providing service management, 3) understand the direction of development of service institutions so that the value and quality desired by the community is realized, and 4) understand the functions of service institutions so that the value and quality of services/products are achieved and the needs of each stakeholder are met.

Regional Government through Law Number 23 of 2014 concerning Regional Government in Chapter XXI entitled Regional Innovation From Article 386 to Article 390 of Law 23/2014, explains that in order to improve the performance of regional government administration, local governments are required to be able to carry out various innovations and strategies especially those related to aspects of public service, one of which is regarding the implementation of the E-Governance system. Indeed, the flow of development of information and communication is indeed very impactful on various sectors of human life, including in the world of government. Because in reality this government institution must always provide the best information to the public in various ways, one of which is through the use of the internet, so that an e-governance concept emerges as a form of governance based on information technology and of course now we have entered the era of public information disclosure. which are more modern and systematic (Hamim & Suryandartiwi, 2022; Muliawaty et al., 2022).

Redjo (2009) says that E-Governance itself is the use of information technology by the government that allows them to transform their relationship with society, the business world, and other parties involved in it. In practice, this e-Governance system can simplify all forms of document management to be more efficient, practical and of course very time-saving. It turns out that the concept of e-Government has indeed been widely adopted by various government agencies/institutions in Indonesia, both by central and regional government agencies.

In fact, this E-governance system is the government's effort to get closer to all levels of society, especially in the aspect of public service. As for Revida, et al (2021) and Sumadinata et al (2022) argues that, in line with the spirit of decentralization where the central government has handed over some authorities to local governments, especially those related to public services such as management processes, administration, so that in the future it can run more optimally and not cause several obstacles which eventually lead to on time delays. So with the E-governance system, some of the problems that often arise in aspects of public service can be solved as soon as possible (Kurniasih & Wismaningtyas, 2020).

If the use of e-Governance is optimally carried out every year, it will automatically bring very diverse benefits, both to the government as a service provider, and to the community as part of the program. Some of the conveniences with the presence of this e-Governance system are facilitating public accessibility to services, shortening the time for providing services, increasing accuracy, increasing fairness, and most importantly of course being able to minimize extortion practices that often occur within Indonesian government institutions (Sari et al. ., 2020).

Right in 2003, the government officially issued Presidential Instruction No. 3 of 2003 as a follow-up effort to support the implementation of e-government in order to improve the quality of service to the public, especially in terms of providing information and supporting the principles of

good governance. In summary, E-government as a service concept that uses information technology can be divided into several levels, namely first, preparation, second, maturation, third, consolidation; and fourth utilization. The application of the e-governance system is expected to be able to upgrade the government system in a direction that is more efficient, effective, transparent and accountable (Purnamasari & Ramdani, 2018).

The results of Siregar's research (2020) explain that, in its development, most of the current stages of developing egovernance applications are still focused on providing websites and information services only. So that if one day it is found that one of the local governments has a website, then the assumption will automatically appear that the area has implemented an e-governance-based service system, even though this concept does not only display government information through website services, but there is a transformation of the relationship between the government and all stakeholders who originally used conventional media switched to using information technology (Sofianto, 2019).

Thus changes in government management in the information and communication era that are increasingly rapid have illustrated that the efforts that have been made by the government in order to improve the quality of service and satisfaction of the community are indeed aimed at the common interest, through the readiness of existing facilities and infrastructure, including organization and available funding and resources. Therefore, through the discussion of the background previously presented, the researcher is interested in finding out more about the process of developing government management based on an electronic governance system.

METHOD

Researchers used descriptive analysis as a research method, using a qualitative approach. Where according to Sugiyono in Sholikhah, (2016) explains that descriptive analysis is intended as a way to summarize an ongoing situation at the time the research was conducted. Meanwhile, according to Moleong (2004) defines qualitative research as "a research process that produces descriptive data in the form of written or spoken words from people and observable behavior". The qualitative strategy was chosen with the understanding that this research is intended to collect actual data and to explore research problems in order to obtain the expected results. The use of qualitative research is considered very relevant in the study of public administration, especially research that tries to evaluate and understand society.

RESULTS AND DISCUSSION

The era of development after regional autonomy was used as the basis for creating equitable development in districts or cities, making this a stimulus for regional governments to further improve public services and improve the welfare of their people. Where in the process there is a transformation of the transfer of authority from the provincial regional government to the district government and remains in the system of the Unitary State of the Republic of Indonesia (NKRI). In line with Law (UU) Number 23 of 2014 Article (1) paragraph 6 states, regional autonomy is the right, authority and obligation of an autonomous region to regulate and manage its own government affairs and the interests of the local community within the system of the Unitary State of the Republic of Indonesia.

The administration of Indonesian government within the framework of a unitary state, between the central government and regional governments in its implementation cannot be separated from the use of the principle of governance in the regions. Law No. 23 of 2014 concerning Regional Government which in principle regulates the administration of regional

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government which prioritizes the implementation of the principle of decentralization. As for some of the regional government planning, it must be based on important points so that in the future it is in line with the goals and desires that have been set, where the local government must clarify organizational goals and develop steps to achieve organizational goals (concrete and measurable goals). Then the next step is to organize government resources that come from the readiness of resources, both natural resources and human resources, before later being organized in the stages of governance planning. Furthermore, local governments need to carry out government control with the aim of ensuring conformity between planning targets and the results that have been obtained.

Talking about local government services is certainly inseparable from its consumers, namely the community, where as social beings they certainly need the existence of other people/parties, who will fulfill some of their life needs in the form of services. Therefore, it is not surprising that the government feels that it must be fully involved in various services, especially those concerning the interests of the people. According to the Decree of the Minister of Administrative Reform (MenPAN) Number 81 of 1993 which was later refined by Decree of the Minister of Administrative Reform Number 63 of 2003, public service is all forms of service carried out by government agencies at the Central, Regional and Business Entities. State-Owned or Regional-Owned Enterprises in the form of goods and or services, both in the context of efforts to meet community needs and in the framework of implementing statutory provisions (Sudirman & Saidin, 2022).

For this reason, the service process must be able to be provided to all people who are entitled to get it and need it, without exception. In essence, the provision of public services is a manifestation of the government's obligations to its people (Suharyadi & Insani, 2016). Where according to MenPAN Decree number 63 of 2003, the implementation of public services must meet general principles such as transparency, accountability, conditional, participative, equal rights, and a balance of rights and obligations. In addition, according to the decision, the implementation of public services must also meet the principles of simplicity, clarity, time certainty, accuracy, security, responsibility, completeness of facilities and infrastructure, ease of access, and comfort.

In fact, a service can be carried out properly if it has certain patterns that are clear and can be understood together. In this regard, the government provides services using four service patterns, namely: 1) Functional, meaning that services are provided by service providers in accordance with their duties, functions and authorities; 2) Centralized, meaning that services are provided singly by service providers based on delegation of authority from other related service providers; 3) Integrated, meaning that integrated services are divided into One-Stop Integrated and One-Stop Integrated. 4) Task Force, meaning public service officers individually or in the form of a task force placed in service delivery agencies and certain service delivery locations. However, the government encourages service providers to innovate with the aim of improving the quality of public services.

In line with the instructions above regarding innovation and public service strategy that the government is trying to do primarily in providing service satisfaction to the wider community, one way that the government is trying to do is to maximize advances in information technology, especially in today's global era, where all aspects Human life cannot be separated from the use of the internet, as a result, the public service process is also being transformed by presenting e-governance-based applications (Widanarto, 2016). Through Presidential Instruction No. 3 of 2003 concerning National Policy and Strategy for the Development of e-government explains

that e-government is an effort to develop electronic-based governance in order to improve the quality of public services effectively and efficiently.

Through the development of e-governance, management systems and work processes are arranged within the government, especially in this case the local government by optimizing the use of information technology. Apart from that, in order to apply digitalization concepts to the public sector, in order for it to run carefully it must rely on three key elements, namely: 1) Support Element, is the most important element in the development of e-government, because in essence this process needs to get support or regular called political will from public officials so that the concept of e-government can be applied. Without elements of support for various e-government development and development initiatives it will be difficult to implement. The form of support that can be carried out by public officials is by agreeing on an e-government framework as one of the keys to the country's success in achieving its vision and mission.

Disseminating the concept of e-governance evenly, continuously, consistently and thoroughly to all bureaucrats in particular and the public in general through a variety of sympathetic ways, can speed up the process of public services to become more efficient, renewable and not take a long time. In Indonesia itself, e-governance innovation has been initiated in recent years. In addition to the need for both the central government and local governments for an integrated system, the development of e-government in Indonesia is supported by the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy for the Development of e-governance and is also supported by related regulations such as the Law No. 14 of 2008 concerning Public Information Disclosure, as well as Government Regulation no. 61 of 2010 concerning Implementation of the Public Information Disclosure Act.

The real benefits that local governments can experience by implementing an e-governance system are as follows, 1) Improving the quality of government services; 2) Increasing transparency, control and accountability, 3) Reducing significantly the total cost of administration, relations and interactions, 4) Providing opportunities for the government to obtain new sources of income, 5) Creating a new community environment that responds quickly and appropriately problems, and finally 6) Empowering communities and other parties as government partners in the process of making various public policies.

E-governance also touches various sectors, both managerial implementation and governance, as well as public services. In many areas, the e-governance journey begins with the use of information technology to provide services ranging from document management to other file management. Subsequent developments, the use of information technology has penetrated into the provision of space for participation/complaints, the determination of policies, even managerial governance and the main channels for providing services to the community (Sulismadi et al., 2017; Mariane et al., 2022). In principle, bureaucratic management reform in public service aspects must run simultaneously because this aspect is the entrance to good governance based on the concept of good governance. While the performance indicators for the purpose of the E-governance-based public service process can touch on several important targets including 1) Increasing the quality of public services; 2) Increasing the effectiveness and efficiency of government management; and 3) Increased institutional efficiency and a good apparatus human resource management system.

Government management in the regions, as demanded by the Law (UU) on Regional Government, should be transformed in line with the demands of globalization. This means that the traditional management patterns that have been carried out so far must be replaced with

democratic modern government management patterns as the implementation of global values. Especially when connected with the demands of Law no. 32 of 2004 concerning Regional Government, in particular articles 21, 22 and 23 which give full rights to the regions to organize and maximize the management of their regional autonomy, as well as substantial differences between the previous law and this law in terms of the election of regional heads and their deputies. Moreover, with the increasing development of information systems and information technology which is very rapid at this time, it has also been considered as a very important resource for organizations, both government organizations and private organizations. Because actually information systems and information technology, do not only act as a mere support, but also play a key operational, high potential, strategic role and can be utilized to support effectiveness, efficiency and productivity in an organization.

CONCLUSION

Bureaucratic reform is faced with the challenges of the digital era which are increasing and developing in all aspects of human life, including the government management system. Technological developments coupled with public service innovations in the realm of government certainly require every agency to follow this trend. The use of Information and Communication Technology (ICT) has entered various aspects of the life of individuals, families, organizations and communities. So to address this, the government is organizing a separate innovation, especially those related to aspects of public service, through an electronic (internet) based system. In fact, e-governance is a government program in an effort to develop electronic-based governance and to carry out transformations to facilitate community activities, especially in document management. Changes in management in the government sector are a must for the existence of government to be meaningful in the eyes of its people. Thus government management will focus on managerial tools, technical knowledge and skills that can be used to transform ideas and policies into action programs that can make it easier for people to take care of their every interest.

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