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Submission date: 29-Mar-2023 02:52PM (UTC+0700)

Submission ID: 2049814933

File name: Public_Services_Based_On_e-Government_in_Digital_Age.pdf (2.13M)

Word count: 6579

Character count: 39452



TECHNIUM
SOCIAL SCIENCES JOURNAL

Vol. 37, ¹ 2022

**A new decade
for social changes**

www.techniumscience.com

ISSN 2668-7798



9 772668 779000

Public Services Based On e-Government in Digital Age

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Abstract. The development of information and communication technology in the era of globalization, democratization, and decentralization has become a necessity as well as a challenge, especially for local governments in the development of communication for public services and community empowerment. The research used a qualitative case study method, with data collection through documentation, interviews, observations, and Focus Group Discussions (FGD). The research subjects were chosen purposively, namely local governments in four district governments in the southern region of Central Java in Indonesia, academics, observers, and digital media practitioners. The study used Cross Case Analysis to find the diversity, uniqueness, and depth of cases. The results of the study indicate that (1) Public services are important and strategic to be implemented through information and communication technology media in the form of e-Government to improve public services that are efficient, effective, participatory, responsive, and have transparency of information as well as budget accountability and implementation of development programs. (2) The government needs to anticipate the information technology gap so that it requires digital media literacy in improving the competence of human resources in government institutions, educational institutions, and social also business economics.

Keywords. e-government, digital media, information technology, digital literacy, public services

1. Introduction

Information Communication Technology (ICT) is a challenge, demand, and need in the era of globalization and digitalization in various needs and interests such as social, economic, political, and cultural fields. ICT in the digital era makes interaction no longer limited by space, distance, and time, it can be anywhere and anytime as long as the media and access are available.

The development of ICT through access to communication media technology such as mobile phones which are now developing with smartphones, computer media, or laptops with internet network access, all of which can be owned easily and practically in the current era. Communication functions can be obtained through ICT, especially the internet media for needs and to provide information, education, socialization, entertainment, and to influence and form opinions.

The public can communicate through the media in an emergency, check market growth, the ability to use the internet to search for information – all are examples of how ICT

can control human development. The government's public service has made policies for the improvement of ICT to achieve human development goals, Indonesia has significantly and effectively had various ICT programs that can improve people's lives through the provision of information as the key to future human resource growth.

The era of technology has made the world more united, both physically and emotionally. The world becomes a borderless world, the physical boundaries of a country and the boundaries of government administration seem meaningless. Advances in technology and transportation have encouraged mobility that is not bound by distance and time. New technology can be considered as an extension of media that is more interactive and leads to global order.

This phenomenon is known as the global village, globalization, the era of disruption, and the digital era. So that communication as social interaction no longer has to be done face-to-face directly, but can be done indirectly through internet technology media or social media^{[1][2][3][4]}

Based on data from "We Are Social" in 2022, Indonesia is one of the largest internet users in the world after China, the United States, and India. Indonesia has 204.7 million internet users or 73.7% of Indonesia's total population of 277.7 million people. This increase needs to be balanced with a good understanding of activities in the digital space. The era of globalization has made the development of ICT so rapid. Technology makes distance no longer a problem in communication. The internet is, of course, one of the media. Communication media and technology can be used optimally in a positive direction and minimize the negative impacts. So that the Ministry of Communications and Informatics has developed communication with a smart internet socialization program, creative and productive to build a healthy and safe internet culture. This socialization program, hopefully, can benefit us all to be wiser in using information technology, especially the internet.

The era of technology affects development communication to the public by using mass media and technology media by policymakers to accelerate the dissemination of development information to the public. So that the Communication Network System through the development of ICT in the era of globalization, democratization, and regional autonomy or decentralization has become a necessity as well as a challenge, especially for the government.

The government must adapt to the communication network system by utilizing, mastering, and developing ICT through electronic government (e-Gov) as a medium of public service, public participation, community empowerment, government image, transparency, accountability as well as evaluation for development progress that is more prosperous, equitable and just^{[5][6][7][8][9][10][11][12]}

Role of the government as one of the stakeholders and development actors to carry out public services and community empowerment, it is important to apply electronic government as a development communication system. The communication network system under development is carried out in stages but inevitably must adopt ICT which is developing very fast in the era of globalization. Even though the communication network through the media of direct face-to-face interaction as personal communication and direct group communication as well as through conventional media is still needed, especially for rural or remote areas.

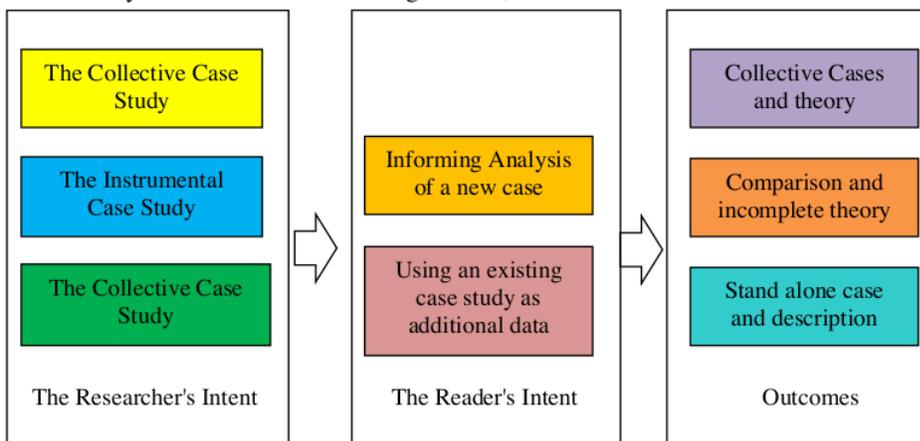
However, there are so many problems that exist in the communication network system through ICT, especially the internet, ranging from regulatory or legal issues, the readiness of human resources who must be competent and master technology, including the readiness of the public to use it and the readiness of the government to provide technology infrastructure networks in the region.

ICT is the locomotive of national growth, and its potential contribution to human resource development or community development should not be neglected to avoid a digital divide. The term digital divide refers to the gap between people with effective access to digital and information technology and those with limited or no access. These include gaps in physical access to technology as well as gaps in the resources and skills needed to actively participate as a digital citizen [13][14][15][16][17][18][19][20][22][23]

So it becomes interesting and strategic to study development in the digital era with public services through the implementation of government (e-Gov), especially in local governments that are very close to the community at the local or rural level.

2. Research methods

This research used a qualitative case study method that uses an in-depth analysis, which is carried out completely and thoroughly on an individual, group, institution, or another social unit. Informants or research subjects were selected using purposive sampling, namely local government staff, who have the task of creating and implementing digital technology media in public services and community empowerment through electronic government (e-Gov). Other informants are academics and civil society activists and activists who are concerned about public services and digital media. The research location took place in four district governments in the southern region of Central Java in Indonesia, which have used electronic government in carrying out public services such as providing information, socialization, education, and publication of various development fields such as social, economic, educational, health, political and cultural. Data were collected through documentation, interviews, observations, and Focus Group Discussions (FGD). The research analysis uses cross-case data analysis, which is looking for the uniqueness, similarities, differences, and depth of the cross or various cases found which are then made the clarification, classification, and categorization, as the stages of the analysis can be illustrated in Figure 1^[24].



Figures. 1. Creation and Uses of Case Studies Analysis

3. Results and discussion

3.1. E-Government Policy for Public Service

ICT in the form of a government website or electronic government (e-Gov) can be used as a strategy for mass communication networks in regional development as a vehicle for

the realization of participation, democratization, control, and public interaction, as well as information dissemination, information delivery or dissemination of transparency and accountability to the public.

The communication media network system in Indonesia has been regulated ³ Law Number 11 of 2008, concerning Electronic Information and Transactions, especially in Article 4 that the use of information technology and electronic transactions is carried out with the aim of:

- (a) To educate the nation's life as part of the world's information society;
- (b) Develop trade and the national economy, to improve the welfare of the community,
- (c) Improving the effectiveness and efficiency of public services,
- (d) Opening the widest possible opportunities for everyone to advance their thinking and abilities in the field of using and utilizing information technology as optimally as possible and responsibly,
- (e) Provide a sense of security, justice, and legal certainty for information technology providers.

Then it is complemented by the enactment of Law Number 14 of 2008 concerning the Openness ² of Public Information, especially in Article 3:

- (a) Guarantee the right of citizens to know about public policy-making plans, public policy programs, and public decision-making processes, as well as the reasons for making a public decision;
- (b) Encouraging public participation in the public policy-making process;
- (c) Increasing the active role of the community in public policy-making and good management of public bodies;
- (d) Realizing good state administration, which is transparent, effective and efficient, accountable and accountable;
- (e) Knowing the reasons for public policies that affect the lives of many people;
- (f). Developing science and educating the nation's life; and/or
- (g). Improving the management and service of information within the Public Agency to produce quality information services.

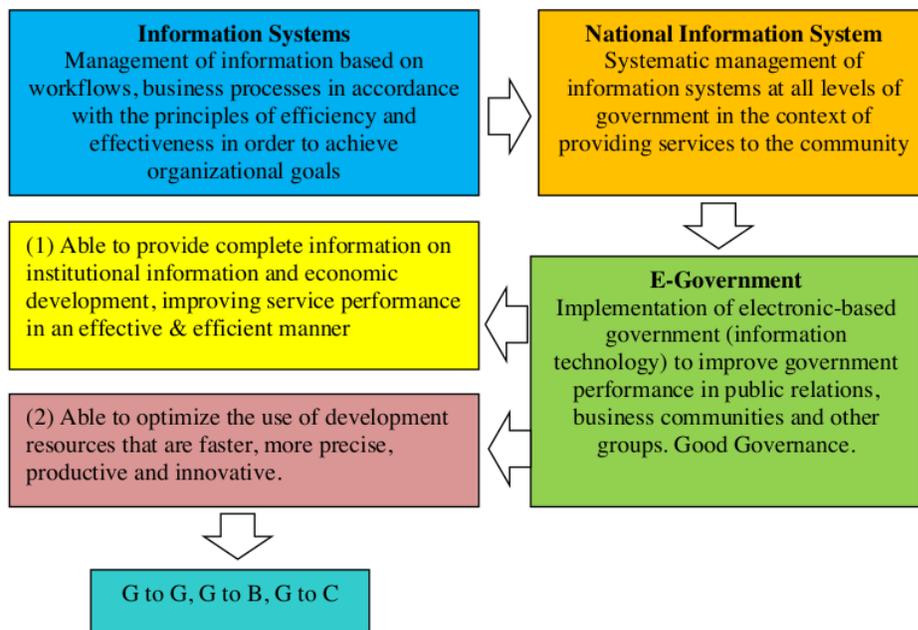
Furthermore, the regulations in Presidential Decree No. 6 of 2001 as guidelines ⁶ for the utilization and use of information and communication technology in the government administration system. Then it was strengthened by Presidential Instruction No. 3 of 2003 concerning national Development Policy and Strategy *Electronic Government*(e-government)Indonesia”, among others, contains guidelines that have been socialized, such as (1) Guidelines for the development of government portal infrastructure, (2) Guidelines for electronic document system management, (3) Guidelines for the preparation of master plans for institutional e-Gov development. (4) Guidelines for implementing local government websites, (5) Guidelines on education and training of Human Resources from e-Gov.

Even in Indonesia's Long-Term Development Planning 2005-2025 concerning research, development, and application of science and technology by the Ministry of Research and Technology that in general, the development of science and technology is carried out to improve the quality of life and welfare of the people, increase the nation's competitiveness, strengthen national unity and integrity, realizing a transparent government, and enhancing national identity at the international level.

In the era of globalization and digitalization in government institutions themselves, there are demands and challenges in the form of the era of regional autonomy which is also a must in accelerating the acceleration of regional development autonomously while remaining integrated integrally with other regional governments (in collaboration) as well as with the central government. So to carry out the functions and duties of government, it has become imperative to be able to utilize, master, and develop ICT by organizing Electronic Government (e-Government). Especially in the context of implementing fast public services and the demands of the era of democratization where people demand the freedom to express their aspirations, the right to obtain information, transparency, and accountability of the government (public officials).

Local governments are increasingly showing a growing need for the use of ICT to make bureaucratic work more effective and efficient in serving the needs of the community. Bureaucratic work can indeed be simplified and shortened through the use of information technology.

E-Government provides information services to fellow government institutions (Government to Government – G2G), to the business world (Government to Business – G2B), and to the community (Government to Citizen – G2C), with the following objectives: (1) Able to provide complete information on institutions or regions for economic progress and regional development, and improving service process performance (increasing effectiveness and productivity). (2) Able to optimize the use of resources (resources) such as time, energy, budget, and other facilities (efficiency improvement). Then the e-Gov development framework in Indonesia can refer to the National Information System Framework which can be described and modified^{[25][26]} in Figure 2.



Figures. 2. National Information System for E-Gov

The demands and needs for the use of information and communication technology, especially by the government through electronic government (e-Gov) to improve public services, participation, implementation, evaluation, and transparency in the implementation of development in the era of democratization, regional autonomy and decentralization as demands for reform.

E-Gov itself is the use of ICT in administrative domains including the provision of public services, regulation, law enforcement, security, increasing bureaucratic efficiency and policy-making, and political domains such as several activities related to how society makes decisions and realizes the values that bind its members in local, national, regional and global levels ^{[27][28][29][30][31]}

Then the data as a national information system in the form of initial primary data consists of (1) Population data such as population, employment, education, health, and Social Security Number (SSN). (2) Regional data, namely national geography, land, land and building taxes, and city planning. (3) Government data, namely: government finances, personnel, budget, public services, legislative, legal system, and legislation. Then the second stage of primary data is data on central and local taxation, immigration, defense and security, and national transportation

In Indonesia, the implementation of electronic identity cards at the Directorate General of Population Administration, Ministry of Home Affairs, starting in 2012 has only started the data collection stage, calling for photo-making in every sub-district, village, or village which has been implemented in some areas. In this initiative, the government stipulates the use of resident identity cards that use a single resident identification number for all administrative purposes of citizens.

The stages in the process of public service in the form of e-Gov than general, local government websites for 2014-2019 are still at the first level or the preparation stage and reach level two or development such as informing various government and development activities, as well as announcements. The level of use of e-Gov in ICT public services has the characteristics of using ICT facilities, in this case, computers, solely for internal data input facilities, public service administration, and data processing, and ICT facilities are still limited. At the second level, it has been developed for the benefit of the wider organization's internal work processes. Utilization of Local Area Network has been developed, and the exchange of necessary data between units has begun and has begun to develop its website or join the local government (Regency or City Government).

Whereas in 2020, it has entered the third level with the consolidation category and the fourth level is in the maximum utilization category, such as community members who can take care of administrative needs such as resident identity cards, family cards, birth certificates, apply for business permits, and can interactively provide input. or criticism of the government, then download various regulations or policies. The third level has been developed for the benefit of the wider organization's internal work processes by utilizing the strengths of each stakeholder. While the fourth level of ICT utilization is declared optimal if it produces efficient public services in terms of cost, time, and energy.

Important factors to determine the increase in the use of ICT through e-Gov in public services are (1) Information system management factors, and (2) Human resource factors such as programmers, system managers, technicians, and ICT operators in the form of e-Gov. (3) Factors of network, equipment, and hardware equipment as well as ICT and e-Gov software. (4) Factors of security and protection of government, administrative, population data, and other

important data. (5) Public policy factors regarding e-Gov. (6) Factors of digital management of public service organizations, (7) Factors of socialization and public communication.

Public service through e-Gov is a demand and challenge for governments around the world to develop Information and Communication Technology for development (ICTD). Development does not focus on infrastructure and industrial development but must also build and develop information technology and communication systems to promote economic, social, and political growth.

The government is expected to create ICTD policies that cover various fields, such as creating an environment that supports policies and regulations, access to basic infrastructure, accelerating the development of materials and service applications with e-Gov to make it faster, more effective, and efficient to accelerate development, and promote research and development. ICT to produce innovative solutions^{[32][33][34][35][36][37][38][39]}

3.2. Public Service Challenges in E-Government

ICT in its development has challenges that must be implemented by the government, especially in implementing and utilizing E-Government (e-Gov), namely:

(1) Information, socialization, and campaigns for development programs from the government will be quickly accessed or obtained by the public through internet media, namely media government websites.

(2) Media information, socialization, education, and aspirations for the public, because the internet provides a source of information and references in all fields.

(3) Improving the ability to respond to requests, proposals, questions and criticisms about public services will be more practical, faster, and more effective.

(4) Providing access to services and communication networks for consolidation and dissemination to all departments and non-departments at all levels more quickly, effectively, and efficiently.

(5) Efficiency and effectiveness of affairs as well as administrative costs such as paper, ink, and others will be saved and even reduced.

(6) Information and communication media to establish interaction, aspirations, accommodation, and socialization as well as to provide information as a public relations strategy for the government to the public. Because public relations is a form of communication that aims to create cooperation and a harmonious relationship between an institution/company and the public, both internal and external publics. Public relations is the management of communication between an organization and its interested public to get their attention by using profitable ways. Thus, one of the benefits of having an information technology communication network system through e-government is to strengthen and strongly support the existence and function of Public Relations for the central or regional government. Public relations is an organization that serves as a method to build public trust.

(7) Implementing services and community empowerment faster and easier, for example by using the internet, for example, the function of administrative service needs can be done online such as electronic identity which is now being initiated by the government.

(8) ICT as a medium of participation, interaction, and consolidation or unification for the community to channel feedback freely, without fear. It is hoped that these various benefits will ultimately increase the ability of governance in general. So that in the development process an open and transparent communication network is established, both horizontally between communities and vertically, namely the community with the government and or people's

representatives. Then a strong “click” network will be formed, supporting each other and synergizing with each other.

(9) Community participation is more open and involved through access to aspirations about the development including transparency, accountability, and evaluation of policy implementation and development can be quickly responded to and controlled through information services on e-Gov media or government websites.

E-Gov provides benefits, namely, in the production sector in the economy, improving public sector administration, especially transparency in the procurement process for public service contracts has reduced corrupt practices, and increased education potential ^{[40][41][42][43][44]}

The role of e-Gov technology is to be able to inform and describe all political activities through a communication network that can reach a wider audience and in a more attractive form. Because through a multi-media system that integrates text, images, and sound, the display or display of an event is easier to understand and digest by media audiences.

The development of e-government within the central and regional governments to agencies/departments is also believed to be able to encourage the progress of certain regions/departments to improve services to the public and establish relationships with investors and intergovernmental cooperation. E-Gov brings the government closer to its people, investors, and between governments. In the economic field, the role of e-Gov is very potential and strategic for the decision-making process, expanding the market and creating competitive advantages and services to customers and suppliers.

The benefits that can be taken from the use of ICT including e-government can accelerate development to improve welfare, this can be designed and implemented as digital literacy models for government officials, educational institutions, and social and economic communities as shown in Figure 3.

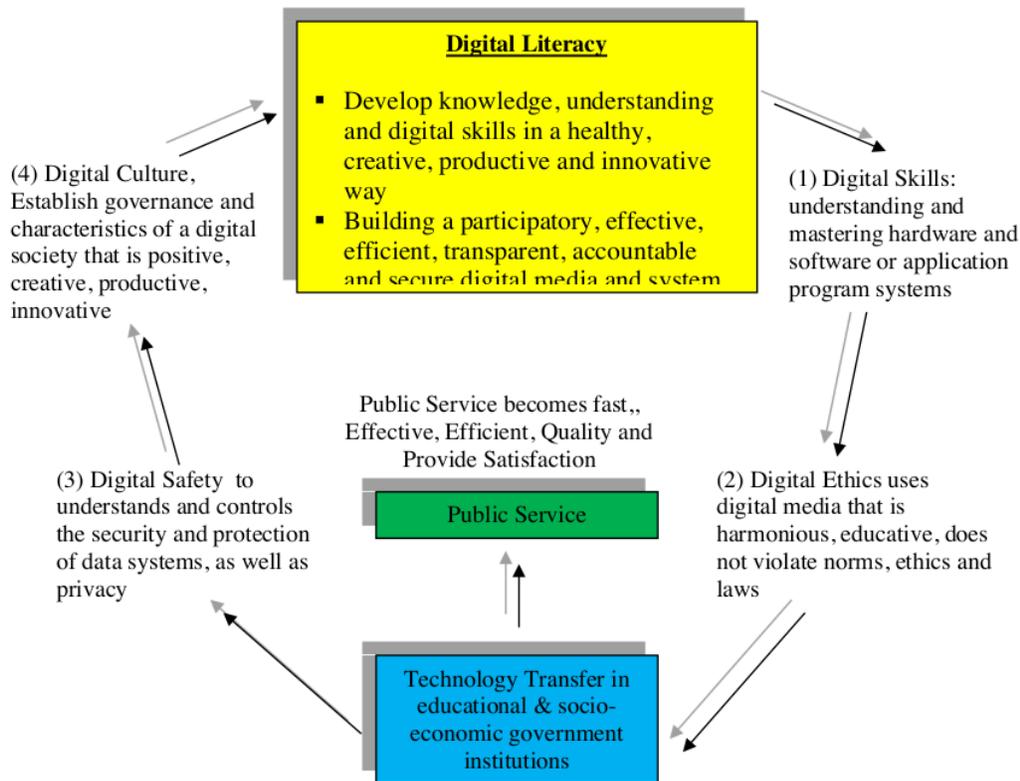


Figure 3: Digital Literacy in Public Services based on e-Government

Then some consequences must be anticipated from the progress of ICT and the implementation of e-Gov such as (1) Government websites can be used for political motives such as publications and campaigning with agenda settings designed and even manipulated for the image of the government as an institution and or regional head profile. (2) Inequality in the community's ability to have limited or even unaffordable ICT media facilities, also understanding and ability to operationalize public media access is still limited. (3) Technical limitations of technology, such as if using the computer internet there are problems in hardware and software as well as power failure, data may be lost and public services will be disrupted. Including problems with internet network access connections, as well as if the telephone network access is lost. (4) Technical constraints such as access and network infrastructure, not all of which can reach places such as villages in remote or remote areas. (5) The public can freely express their aspirations through digital media that are destructive or non-constructive, such as providing data or information that is fictitious, blasphemous, slanderous, and pitting against each other, resulting in unrest, conflict, and even conflict in the community. (6) Crime in cyberspace (cybercrime) from crackers, data manipulation and breaking into websites and spreading viruses to programs and data. Including fraud, extortion, kidnapping, pornography to porn action in the community. This will be a problem for the government, because of social

unrest and social conflict. (7) Security and protection of important data owned by governments and citizens personally, institutions, and businesses.

Information and communication technology can improve the quality of human life. However, this quality improvement can only be used by some people, so there is a gap or gap between those who have the ability and knowledge of computers and access to technology and those who do not. This is what is referred to as the digital divide of physical access gaps and resource and skill gaps to actively participate as a digital citizen^{[45][46][47][48][49][50][51]}

Action plan *World Summit on the Information Society* (WSIS) held in 2002 asserts that “everyone should have the opportunity to acquire the skills and knowledge necessary to understand, participate in, and benefit from the information society and knowledge economy). Then according to research results in general, the use of ICT by government agencies has not been optimal, and the above initiatives have not shown a good direction for the formation of e-Government. Some of the salient weaknesses include the services provided through the government website, not yet supported by an effective management system and work process and not yet well-established strategies, and inadequate budgets allocated for ICT development in each agency.⁹

Media can be utilized and optimized for: (1) Media should accept and carry out positive development tasks in line with nationally implemented policies. (2) Media freedom should be limited according to economic priorities and community development needs. (3) The media needs to prioritize the content and national language. (4) The media should prioritize news and information on developing countries. (5) State development has the right to regulate in limiting, and operate the media and means of censorship for media control^[52]

Solutions to other negative impacts of ICT applications in Indonesia and e-Gov include implementing healthy, safe, creative, productive, intelligent, and wise digital literacy in learning at school. The government consistently builds a digital public information and service system.

4. Conclusion

The development of ICT has become a challenge, demand, and need in development in all fields in the era of globalization, democratization, regional autonomy, and decentralization. The government adapts to utilize, master, and develop ICT through e-Gov as a medium for public services, public participation, and community empowerment, including the government's brand image media in increasing the achievement and prestige of the work and good name. Then e-Gov can be used as a medium for transparency, accountability, and evaluation for development progress that is more prosperous, equitable, and just.

The positive impact of the development of ICT can increase literacy, information, socialization, and education to the public, so that it is more open, easy, and fast for the development of science, technology, and innovation in education as well as socio-economic development. The community will be easier, faster, and closer to interacting, creating, and transacting in the socio-economic field to improve welfare. Public services are also increasingly effective, efficient, fast, easy, and practical in licensing, implementing, and monitoring or evaluating programs.

However, the negative impact of the development of ICT with the misuse of digital media that must be anticipated is crimes in the digital world such as fraud, forgery, data theft, and pornography. Then freedom in digital media that is barely controlled will lead to pubbing and conduct disorder for the younger generation, as well as hoaxing information that results in social and political conflicts.

Digital media literacy is a program that needs to be implemented to answer the challenges, demands, and needs of ICT development, especially in public services through e-Gov, namely literacy programs for government institutions, education, social society, and business regarding digital skills, digital ethics, digital safety, and digital culture.

Public services with e-Gov can cover the fields of administration, information, education, population, employment, socio-economic, transportation, disaster, defense, and security.

The communication network system in development is carried out in stages but inevitably must adopt information communication technology (ICT) which is developing very fast in the era of globalization. Even though the communication network through the media of direct face-to-face interaction as personal communication and direct group communication as well as through conventional media is still needed, especially for rural or remote areas.

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