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Research paper

Implementation of Good Government Governance through E-Government

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Abstract

The article explain about the implementation of e-government management in Tasikmalaya city, West Java. Using a qualitative approach, the researcher is an instrument obliged to collect, process, analyze, interpret and verify the data and information. The observation and participatory research done by observing the processes of implementation of policy implementation of e-government in Tasikmalaya, which concerns such aspects as idealized policy, implementing organization, target groups, and environmental factors. Data and information through observation and in-depth interviews to informants are the key in collecting the data. The validity and reliability of data and information are performed by triangulation, clarification and description explained and verified by theories of public policy and science administration to formulate answers from the research questions. The result of this research shows that the implementation of e-government policy in Tasikmalaya city has not shown towards the understanding of the policies that favor e-government in the city of Tasikmalaya. The ideal policy on the implementation of e-government were not yet properly implemented by the fact that in implementing organization in the department of communication of Tasikmalaya city were not optimally effective in coaching, services and protection as well as socialization and the process and preparation of program planning. In this case the aspirations of the people are less involved in the formulation of the policy of e-government implementation resulted in the implementation; it did only accept without commenting and understanding the implementation of the e-government.

Keywords: *Good Governance; City Administrative Life; Policy Implementation; Work Ethic*

1. Introduction

The public demand to get excellent service, not only limited to discourse but leads to demonstrative action. The government should respond to the community awareness in assessing the performance of the bureaucracy. These efforts were to understand the needs of the community, by concentrating on outcomes-oriented activities, and to concentrate operations on excellent amenity.

In addition, some efforts should continue to realize governance (good governance) in addressing the nation's problems. Those were the welfare of the people which was not even, the level of public services are still not satisfactory, many state officials were involved in corruption cases, perception index corruption in Indonesia is still low, the performance of ministry organizations, institutions, and local governments that have not been optimal.

In the Governmental sector, particularly at the Provincial/District/City level in West Java Province, corrupt practices are conducted in various forms and varied modes of operation. The pattern is by legalizing a condition/activity through policies issued, by both the executives and legislatives to enrich themselves or groups. Besides, the rise of central/regional program assistance utilized by certain parties on behalf of social groups/communities so that ultimately not improve the welfare of the population but miserable the public and harm the state finances.

In the midst of the government's efforts to promote the establishment of Good corporate governance practices in the Private Sector, it turns out corrupt practices are still prevalent in some of the companies and enterprises are partly due to weak internal controls and risk management administration.

One of the pillars to realize good governance is the accountability particularly in the area of local financial management. Republika-online, dated January 10, 2013, reported that during the period July to December 2012, the local government is the institution that is most prevalent corruption. Still in the same media, on June 1, 2013, mentioned from the evaluation of the Ministry of Internal Affairs since 2005 until the end of May 2013 the number of heads of the region who stumbled corruption accounted for 294 people and is estimated to escalate to 300 people in that year. Also, the results of the Public Sector Integrity Survey conducted by the KPK (2013) showed that the average value of the local government agency's integrity index of 6.82, the figure is still below the central agency of 7.37.

There are at least three modes of corruption occurred in the bureaucracy in West Java. Based on data analysis of existing cases of corruption, the method includes bribes, mark-ups, and improper bookkeeping. Bribe mode one of which occurred in the case of social aid involving the former mayor of Bandung Dada Rosada. The bribe giver is the staff/clerk of Bandung City Government. Markup mode occurs in some cases, for example in waste management unit (UPS) in the city of Depok. This case involves employees of market services, cooperatives, and SMEs Depok City and causes losses of the state of Rp 170 million. Besides, there are also cases of multi-media equipment procurement project in Bekasi City. This case involved the head of Bekasi City Social Service.

The last mode is incorrect bookkeeping. It happens in some areas of West Java. For example, what happened in Cianjur Regency in

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the case of corruption of food and water operational funds amounting to Rp 7.5 billion. The officials involved are the Head of Spatial Planning and Settlement Office and Head of Sub Division of Household of Cianjur Regency. The same thing happened in Ciamis Regency that is corruption case of aid from West Java province to National Sports Committee (KONI) of Ciamis Regency worth Rp 3 billion.

The current state of affairs related to the issue of corruption is that the actors involved vary and the corruption mode becomes more sophisticated. The region was also experienced the same with no exception in West Java. It is common knowledge that APBD is the primary source targeted by officials in the area for corruption. ICW monitoring witnessed it in 2011, where the region's financial sector becomes a corrupt sector to be corrupted. The object is none other than APBD. The greater funds of it budget than the significant chances of funds to be corrupted. Associated with corruption in West Java, the community reports on this issue are considerable. For example, as of August 2013, at least 109 cases of corruption proceed by West Java Police (accumulation of all cases in all Police Resort in West Java). Of the 109 cases, only 41 cases were P21. In 2012, cases of corruption that reached P21 and handled in the High Court of West Java (Corruption Court of Bandung) as many as 43 cases. Meanwhile, for the year 2011 the numbers of cases that reach until P21 stage 52 cases (http://infokorupsi.com/id/korupsi [27/07/2017].

One primary cause of unresolved problems of the nation to achieve Indonesia Sovereign and Independent was the lack of cooperation to realize (Good) Governance. It requires the government, including the local one, to set up its high-performance by practical application of Government Internal Control System (GICS) including optimization of internal government oversight roles.

The strengthening of the effectiveness of the GICS and internal government oversight function is one of the efforts that need to do. They are the ways to support the improvement of the performance, transparency, and accountability of the government through the management of governance. For they oriented towards the sensitivity of all possible events (risks) that can hinder the achievement of objectives could serve as the capital in overcoming the problems of the nation, Included in the managing government in the local level.

Tasikmalaya City is within the East Priangan-Pangandaran Development Area in West Java Provincial Regulation No. 22/2010 on West Java Provincial Spatial Plan of 2009-2029. The total population of this city in 2010 is 639,987 inhabitants, while the year 2015 of 657,477 inhabitants; which thus increased by 17,490 in five years. It indicates that the City of Tasikmalaya is including the city that experienced significant development. Therefore, it accompanies excellent service from the government. It is where the significance of e-government as a form of government adaptation to technological developments so that service to the community becomes faster, precise, and open.

2. Theoretical Framework

Current technological advances spur people to live practically and efficiently. Especially in the digital era today, the needs of all society can be accessed via smartphone so that change the way society work from conventional become more smart. Not surprisingly, answering the rapid development of the digital age is necessary for the concept of smart city that is not only applied to individuals but in an overall and integrated city. This is very reasonable, because the existence of the concept of smart city or smart city is required to be a solution in solving urban problems and to improve public services, such as health and licensing.

The community dynamics as described above have an impact on our common concern, that sovereignty and the interests of the people must always take precedence, as society will demand transparency and public accountability. In other words, society demands the realization of good governance (Good Governance).

Good governance is not a new phrase for state organizers. Good Governance, like the roof of a state building to protect all the elements that are united in a country.

Indonesia is one of the countries in the world who are struggling and crave the creation of good governance. However, the current state shows that it is still very far from expectations. Political interests, corruption, unfair trials, work out of authority, and lack of integrity and transparency are some of the issues that make good governance unachievable. To achieve good governance in governance in Indonesia, the principles of good governance should be upheld in important governmental institutions. By implementing the principles of good governance, the three pillars of government, corporation, and civil society should be mutual maintenance, mutual support and active participation in governance that is being done.

Through Good Governance is expected to encourage and facilitate the formation of synergistic relationship that harmonious, harmonious, balanced between society, business world and government based on three main pillars that is the participation and transparency and accountability in every government administration, development and excellent service to the community.

Today the problems experienced by the nation of Indonesia increasingly complex and more laden. Persons of government organizations who should be role models of the people who stumble over legal issues. The existence of good governance or often called good governance which has been hailed the facts at this time is still a dream and is merely a jargon. Indonesia must be awakened from its long sleep. Revolution in every field should be done because every product produced only accommodate the interests of political parties, factions and a group of people. In fact, the implementation of a good state should be a serious concern. Transparency can indeed be one solution but is it enough to achieve good governance.

Accountability is one of the pillars to realize Good Governance. It includes local financial management. During the period of July to December 2012, the ranks of local government is the most corrupt institution of government. Still on the same media, dated June 1, 2013 mentioned from the evaluation of the Ministry of Internal Affairs since 2005 until the end of May 2013 the number of heads of regions that stumbled corruption recorded 294 people and is expected to increase to 300 people by the end of the year. In addition, the results of the Public Sector Integrity Survey in 2013 conducted by the KPK showed that the average value of the local government agency's integrity index of 6.82, the figure is still below the central agency of 7.37. The value indicates the lack of efforts from service unit and public sector agencies in the region in the fight against corruption. Some of these conditions indicate weak local government accountability in Indonesia, especially financial accountability.

For that reason, the nation needs to apply results-oriented accountability. This reflects that performance-based budgeting is more emphasis on the implementation of planned and programmed budgeting systems, which prioritize the direction of budgets that are usually instituted by institution and revenue into an implementation-based budget. It also means applying a budgeting system that emphasizes the relationship between the various outcomes of the programs and the inputs needed to produce something that is directly beneficial to the welfare of society, thereby making it easier to analyze alternative plans for achieving a predetermined objective/planned.

3. Methods

Viewed from the data source, then the data generated in research using qualitative method is primary data and secondary data sources. The first is data taken directly from the source obtained through in-depth interviews at the management level as the man-

ager of local government and the officers as the party who helped succeed the good governance program. In addition to in-depth interviews, researchers are also implementing Focus Group Discussion at the level of telecommunication officers. While the secondary data is taken indirectly from the source, such as: books, journals, internet, government documents, legislation, regulations and others.

The research informant focused on Coordinator of E-Government Implementation Task Team, Head of Communication and Information Office of Tasikmalaya City, and Tasikmalaya City Government. After establishing a key informant, the researcher approached personally each of the informants. The first step of the study used observation methods for activities such as official meetings and informal discussions. The focus of observation on how the characteristics of dynamic capabilities of organization members in the process of formulating a policy. Important research data from observations included identification of the tasks of each actor, identification of the tools undertaken in the task, building interactions between actors and systems, describing daily life in the field, building problem structures, collecting tools used to generate information, and observing performance participants. Field data is collected through field notes in the form of handwritten notes, photographs, videos, and recordings.

4. Results and Findings

E-Government in Indonesia began in 2001 that since the emergence of Presidential Instruction no. 6 Year 2001 dated. 24 April 2001 on Telematics (Telecommunication, Media and Informatics) stating that government administrators must use telematics equipment to maintain good governance and consolidate democratic processes in the country. But in the course of this initiative the central government does not get support and response from all government stakeholders that is marked by the utilization of information technology that has not been maximized. To this the central government had a team to coordinate planning and pioneer action programs and initiatives to improve the development and utilization of telematics technology in Indonesia, and to facilitate and monitor their implementation.

The use of E-Government by governments is basically to provide citizens with more convenient access to government information and services and to provide public services in areas of their required fields. The first part of the implementation of E-Government is the "computerization" of public offices that can enable them to build their capacity in better service and bring more governments to use technology as a catalyst. The second part is the provision of citizen centric services through digital media such as developing interactive government portals.

The field of use of information technology in E-government is very broad, which includes business affairs and other matters pertaining to government. Here E-Government can be applied to legislative, judicial or public administration institutions to improve internal efficiency, deliver public services or democratic governance processes.

Tasikmalaya City has launched its e-Government initiative since 2008-2009 and has received numerous awards for its success in implementing E-Government, especially at the district/city level in Indonesia. Various breakthroughs and innovations such as the development of the intranet network infrastructure and the Internet Local Government Work Unit (SKPD) and the village as Tasikmalaya City, introduction of Tasikmalaya City e-procurement, integration of the UN-POS (Payment Online System) and integration of SIAK Online Tasikmalaya city. The development of Tasikmalaya's urban Internet infrastructure has reached 40 Mbps, leading to an increase in network speed in the Tasikmalaya city government. In addition, the maintenance and expansion of 18 BTS backbones for 60 urban villages and all SKPD in Tasikmalaya City with Fiber Optic Network (FO) in 20 points is an attempt to advance the quality of the Internet connection within Tasikmalaya City government offices.

The sustainability of the website and webmail www.tasimalayakota.go.id is the so-called people can access information on the website online and has published in the news in it as many as 5,915 title visits. In the tendering process, the process often takes place in the tendering process (Office of Communications and Information Tasikmalaya City, 2016).

From the information above, the services made by the government apparatus in doing their tasks and functions do not run as full as the heart, so that the services provided do not give satisfaction to the community. Therefore, it is desperately needed an apparatus that has the ability and qualified skills in an effort to realize the satisfaction of services needed by the community. The discipline of the apparatus in providing satisfactory service is also an important spotlight, so that every society in charge of service of the apparatus is always in place in an effort to carry out the service desired by the society.

As stated in PP No 56 of 2003 on the system of regional financial information. Article 4 (1) states that regional financial information submitted from the regions to the government in accordance with Article 2. It includes 1) Regional Revenue and Expenditure Budget and implementation of the province, regency and Regency budget city. 2) Regional Balance Sheet. 3) Cash flow statement. 4) Notes on the regional qualifications. 5) Deconcentrating and co-management funds. 6) Financial report of the regional government. 7) Data related to the regional fiscal capacity and needs.

This requires the government to implement immediately the transformation process towards E-Government, which can optimize the use of advances in information technology to remove barriers to the management system, and implement the government in an integrated way for information and public services immediately.

The first activity is the extension of the E-Government program, which is aiming for technical potentials to realize E-Government. Extensification is done by making information technology network in Tasikmalaya City. This is accompanied by the willingness of cooperation of all parties from government parties to interconnect the E-Government service program. Included here is cooperation with Telkom as a Government Owned Enterprise.

The second activity is observation and data search. This activity is carried out by utilizing data from third parties (agencies, institutions, associations, and others) or findings through direct observation in the field. In addition, sweeping of the region with the availability of technological tools.

The third activity is socialization, education and counseling. Socialization is done through talk shows, seminars, advertisements in various media, banners, billboards, billboards, advertisements in mass media, seminars, brochures, pamphlets, leaflets. Education and counseling is done through the Secretariat of the City Government and the Office of Communication and Information by opening the Information Class. This Information Class is open every Saturday and Sunday to provide information on how to do E-Government applications. Based on the above explanation, it can be concluded that the implementation of extensification activities that have been done by Tasikmalaya City Government is quite good. To measure the successful implementation of extensification activities can be done through an analysis of the suitability between procedures for execution of extensification activities that have been determined by the Mayor and contained in the Circular Letter of Tasikmalaya Mayor.

Access to the implementation of E-Government in Tasikmalaya City is still lacking. E-Government facilities can only be enjoyed by some people who have high internet power. Then, in terms of content, many things are still not accessible or empty in its website page. Thus, going to the office is still a realistic option to get things done rather than relying on applications over the internet. This is due mainly to the low technological power. Characteristic is if we take care of formal affairs were obtained in the offices visited, the computer system does not support quickly.

Concerning service, in Tasikmalaya City Government website, namely www.tasikmalayakota.go.id there is no display to make ID cards online. Within site, the public service menu is explanatory only, includes an explanation of investing, licensing, parks and green open space (RTH), and Wi-Fi Hotspot locations. For the making of ID cards, the public must still go to the sub-district office. For the procurement of goods and services transactions, merely explanations, there is no room for the deal. Then, to send comments and suggestions via webmail available in the menu there are obstacles, making it difficult to address the aspirations of the people against the Government. Another problem is the financial reports provided by the government are out of date so that the public will find it hard to get information from the government.

It means that the willingness of the government does not directly relate to the preparation of the community facing the progress and refinement of information technology per se. The government must provide reliable human resources, reliable tools, adequate finance, and comprehensive service for the good governance to perform.

The government of Tasikmalaya City followed the strategy of the Ministry of Communications in implementing e-government system, namely: 1) Develop a service system that is reliable and affordable to the public by means of equitable distribution of communications network throughout the territory of Indonesia. 2) Arrange system and work process of government and government autonomously holistically by way of preparing human resources accustomed to technology. 3) Utilize information and communication technology optimally by providing complete information. 4) Enhance the role of the business world and develop the telecommunications industry and information technology. 5) Conduct systematic development through realistic and measurable phases that is through the stages of preparation, maturation, stabilization, and utilization.

For one thing, E-government development rules and standards need to be developed. Therefore, no individual definition and meaning of e-Government by the organizer who is local government. Management, e-government, implemented by the local government, despite the leadership parameters of the Ministry of Communications, but still focused only on the existence of the Internet. Two phases of transactions and other transformations are still negligent. E-Government is a good government that does a small part in infrastructure, developing e-government applications such as driving licenses, human resources, ID Cards, tax payments, health insurances, and other applications to be performed effectively.

For the other, there is an interrelated sources to develop beside the technology. The observation shows that the implementation of e-Government in Tasikmalaya City still has not fulfilled technological integrity and is still below the ideal system standard of E-Government. Disadvantages on all sides are still the vision of being a smart city with E-Government that still needs to be prepared in time that may still be long. The existence of E-Government in the City is still there, no progress.

5. Conclusion

There are research results as follows: 1) Implementation of E-Government has marked the political will of Tasikmalaya City government to apply the latest technology to achieve the ideals of good governance. 2) E-Government application in Tasikmalaya City has been running well, although not yet reached the whole citizens, due to technical constraints. 3) Implementation of E-Government in Tasikmalaya City is still not so holistic and massive, because it is still in preparation and consolidation phase. 4) Although following the guidelines of the Ministry of Communications and Informatics but the Government of Tasikmalaya City still only directed to existence the web. Two phases of transactions and other transformations are still rarely executed.

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