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Implementation of E-Government Policies in Bali

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Abstract. The advancement of information technology has led to opportunities for better, more accountable, faster and more satisfying bureaucratic services. Governments can promote prosperity for the people by providing facilities or services, for example making a website so that the public can access information with ease. The impact of globalization can be seen from the inclusion of various technologies capable of supporting the procedures and functions of various elements of the government. The Government of Bali Province applies and facilitates e-government in carrying out its government affairs. The Office of Communication, Information and Statistics of Bali Province began implementing e-government services in 2016 following the Law no. 11 of 2001 concerning Information and Electronic Transactions and Law no. 14 of 2008 concerning openness of public information. The Governor of Bali Province regulation number 102 of 2016 stated that the Office of Communication, Information and Statistics of Bali Province has the task of helping the Governor to carry out deconcentration tasks, which are led by a Head of Service, who is under and responsible to the Governor through the Regional Secretary.

Keywords: implementation of policies, e-government, public services

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1. Introduction

Currently, technological developments have entered the provision of public services in every government and private institution. Within the government environment, the impact of globalization can be seen from the inclusion of various technologies that are able to support the procedures and functions of the various elements of government. In order to improve the quality of public services, increase efficiency and transparency, as well as many other positive benefits, e-government is something that government organizations need to do [1]. Government services that are characterized by services through slow bureaucracy, complicated procedures, and no certainty are trying to be overcome through the implementation of this e-government. In the concept of e-government, people can still contact service posts, talk on the phone to get government services, or send letters.

In Indonesia, initiatives towards e-government have been introduced since 2001 through Presidential Instruction No. 6 of 2001 (2) concerning Telematics (Telecommunication, Media and Informatics) which states that government officials must use telematics technology to support good governance and accelerate the democratic process. The tangible manifestation of e-government applications that have been commonly implemented and regulated is the creation of government websites. Local government websites are one of the strategies in implementing systematic e-government development through realistic and measurable stages.

However, in its development, e-government has experienced a stagnant development. After the issuance of this Presidential Instruction, it can be said that the development of e-government implementation is still far from expectations. This can be seen in several government links that are wrong so that there is no clear information that the public wants to access about government, the link is jdih.baliprov.go.id and there are still many government institutions, both central and regional, who do not consider e-mail government as a priority. The Provincial Government of Bali is the one that implements and facilitates e-government in carrying out its government affairs. In accordance with the Governor of Bali Province Regulation Number 102 of 2016 it is stated that the Bali Provincial Communication, Information and Statistics Office has the task of assisting the Governor in carrying out government affairs in the fields of Communication, Informatics, Statistics and Encryption which are the regional authorities, as well as carrying out de-concentration tasks, led by a Head of Service. , which is under and responsible to the Governor through the Regional Secretary. Where in its development the Office of Communication, Information and Statistics of the Province of Bali has begun to provide services in facilitating e-government with facilities and infrastructure in the form of wi-fi in schools and public places, so that the public can access all government activities contained in the web. government. in matters related to policy implementation, it is not only related to the mechanism for elaborating political decisions into procedures through bureaucratic channels but more than that, in the sense that implementation involves several things such as concerning issues of conflict, decisions, and who gets the benefits. result of a policy. The definition of implementation above can also be explained as an emphasis on actions, whether carried out by the government or private individuals or groups, which are directed to achieve the goals that have been set in a previous policy decision.

The role of the Bali Provincial Government as a public body that provides, provides, and publishes public information is expected to run optimally with the establishment of the official website of the Bali Provincial Government, namely www.baliprov.go.id and

the website of the Bali Provincial Communication, Information and Statistics Agency, namely www.diskominfos. baliprov.go.id.

According to (3) in their book Implementation and Public Policy, policy implementation is the implementation of basic policy decisions, usually in the form of laws, but can also take the form of important executive orders or decisions or decisions of the judiciary. Typically, the decision identifies the problem to be addressed, explicitly states the goals or objectives to be achieved and various ways to structure or regulate the implementation process. Where policy is the act of transforming decisions into operational patterns, and continuing these efforts to achieve changes, both large and small, mandated by policy decisions, so it can be concluded that policy implementation is an action by individuals, officials, groups, government or private bodies are directed at achieving the goals outlined in a particular decision ???. After the provincial government of Bali implemented this policy after one year and only used the website in 2009, it took quite a long time. In the process also experienced difficult times. But looking at the long process carried out by the Bali Provincial government, researchers see that there are government efforts to develop this e-government. Starting from five years in the electronic data processing sub-section, it has not achieved maximum results, until finally the issuance of Regional Regulation No. 16 of 2008 (4) concerning organizational structure and institutional arrangements which stipulates the task of e-government management in the electronic data processing sub-section but is still divided by the Communications Service. , Informatics and Statistics of the Province of Bali, finally making e-government even more confusing, then in 2016 the electronic data processing sub-section handed over full authority to the Office of Communication, Information and Statistics of the Province of Bali by establishing a better structure to date. This long journey proves that the Bali Provincial Government continues to pursue e-government as a policy that must be implemented and so that it is not in vain.

E-government is essentially the process of using technology as a tool to help run the government system more efficiently. Furthermore, the service in e-government itself is an activity or sequence of activities that occur in direct interaction between a person with another person or a physical machine, and provides customer satisfaction. Public services have principles in service delivery according to PERMENPAN number 36 of 2012 (5) concerning Technical Guidelines for Preparation, Determination, and Application of Service Standards, namely consistency, participatory, accountable, sustainable, transparency and fairness. As well as public services through e-government is an output in the form of goods and or services, both in the context of efforts to meet the needs of the community and in the context of implementing the provisions of laws and

regulations. And finally, regarding the implementation of public services by government officials to the community, it is the embodiment of the functions of the state apparatus, in order to create a uniform pattern and steps for public services by government officials, it is necessary to have a general basis in the form of guidelines for administering public services. This guideline is an elaboration of things that need attention in the procedures for operating public services provided by government agencies both at the center and in the regions in an open and transparent manner. Public service providers need to pay attention to and apply principles, standards, implementation patterns, costs, services for people with disabilities, the elderly, pregnant women and toddlers, special services, service bureaus, community satisfaction levels, supervision of implementation, settlement of dispute complaints, and performance evaluations. public service provider.

2. Methods

The method used in this study is a qualitative analysis method (6). The population used in this study is the total number of employees at the Department of Communication, Information and Statistics of Bali Province, totaling 100 people, with 54 civil servants status and 46 honorary staff status. Consists of 7 sub-sections, namely the head of the service, the secretariat, the field of information management, the field of public communication development, the field of infrastructure and electronic data, the field of electronic governance and the field of statistics. The informants used in this study were 7 people from representatives of each sub-section of staffing at the Department of Communication, Information and Statistics of Bali Province.

3. Result and Discussion

The results of the analysis of the answers of the informants in this study regarding the Implementation of E-government Development Policies in the Implementation of Public Services at the Communication, Information and Statistics Office of the Province of Bali are government agencies that play an important role in the implementation of government program services because through the Office of Communication, Information and Statistics of the Province of Bali. can assist the Governor in carrying out government affairs in the fields of communication, informatics, statistics and coding which are the authority of the region, as well as carrying out deconcentration tasks, led by a Head of Service, who is under and responsible to the Governor through the Regional Secretary.

The success of a policy implementation can be measured by the presence of human resources in accordance with the educational background, the existence of good communication between the implementer and the community, the application of clear service standards, the existence of laws and regulations governing e-government, the implementation of policies government in the field of e-government, whether or not there are success factors and inhibiting factors in carrying out public services, the existence of support, capacity, value, the presence of the implementor's disposition in committing to the implementation of policies, the existence of transparency and consistency in the implementation of public services and the existence of an external environment that affects the implementation e-government.

4. Conclusion

Based on the discussion in the previous chapter, conclusions can be drawn in research on the implementation of e-government development policies in the implementation of public services at the Bali Provincial Communication, Information and Statistics Office as follows:

1. Human resources according to educational background

The success of e-government policy objectives can be seen from public services that have been running according to procedures. E-government policy standards and services have a close relationship with the disposition of the implementers. The Department of Communication, Information and Statistics of the Province of Bali is very well aware of the standard of service with the regulations made by the government, which has greatly helped the community in obtaining information and has become progress and guidance for implementing officials in carrying out their duties.

2. Good communication between the implementer and the community

Communication is seen from the cooperation that occurs between the implementing apparatus and the community. When the implementing apparatus has not been able to carry out e-government policies or infrastructure facilities in the service are still lacking, the implementing apparatus acts by providing public information dissemination about existing deficiencies, then submitting it to the central government and the responsibilities and authorities of the governor. The policy can be re-executed in accordance with applicable procedures and laws. From the results of this explanation, it can be clearly seen that communication between the implementing apparatus and the community still occurs frequently.

3. Implementation of clear service standards

With the implementation of policy standards from the implementing officials at the Communications, Information and Statistics Office of the Province of Bali, it has greatly built a successful implementation of consistent policy standards, because the public using public services can easily receive information in a transparent manner to the government. It is also seen from the consistency of the services provided by the implementing apparatus in providing a service action that is in accordance with the procedure. In other words, the application of policy standards here is related to the quality of public services. In addition, adequate infrastructure is well maintained, so that all kinds of facilities used can always function properly and can be used by the community to obtain information quickly.

4. Legislation governing e-government

With the enactment of the applicable laws listed in Presidential Instruction No. 3 of 2003 (7) concerning the National E-government Development Policy and Strategy which specifically regulates the government's strategy in an effort to implement good governance through the use of communication and information technology in the national government process simultaneously. And it can be seen that the implementing apparatus has been very supportive and the services provided so far are running well. This is enough to prove that the implementing apparatus fully supports the policies taken by the government for the implementation of a better and more comprehensive e-government policy.

5. Implementation of government policies in the field of e-government

The use of information and communication technology in the government is not only expected to be able to answer the problem of how to improve the quality of services to the community but is also expected to increase openness to the public. Through this transformation process, the government optimizes the use of advances in information technology to form a network of management systems and work processes that enable government-related agencies to work in an integrated manner to simplify access to all information and public services provided by the government by optimally utilizing government information and services.

6. Success factors and inhibiting factors

Environmental conditions have an important influence on the will and ability of the judicial or implementing organization. The external environment in this case includes the economic, social, cultural and political environment that contribute to the success of a policy. Where the e-government implementation policy is a mandatory law mandate, in other words in accordance with the constitution and Pancasila.

7. Support, capacity and value

The implementation of e-government policies can be seen from three important elements that can provide excellent service. This can be seen from the success of the development of e-government depending on a number of important factors in it. Where the government is required to act carefully and be able to choose which types of e-government application priorities should prioritize its development so that it really provides significant benefits that can be felt directly by the people.

8. Development of transparency and consistency in service implementation.

The suggestions that can be given in this research are:

1. It is necessary to increase coordination meetings and communication between related parties regarding the implementation of e-government policies to achieve effective, efficient and transparent governance. As well as increasing socialization with the community about the goals and benefits of e-government policies at the Bali Provincial Communication, Information and Statistics Office so that people better understand their rights and obligations.

2. With the findings of damage to infrastructure facilities in carrying out e-government development policies such as the internet network and its use which is still not optimal, it is necessary to increase the maintenance of supporting facilities and infrastructure in public services so that efforts to provide services are maximized and can achieve good results. and satisfactory as expected.

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