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Research Article

Implementation of e-Government for Better Public Service at Lombok Barat

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Abstract.

The aim of this study is to give recommendations for communication and information agency and all regional organizations at Lombok Barat so that the implementation of e-Government is more effective and improves employee performance in public services. This study uses a qualitative descriptive method with interview instruments, observations, and document review. Based on the interviews with key informants, observations, and review of Renstra, government support for the development of information and communication technology facilities and infrastructure has not been optimal due to limited budgets and a lack of coordination between regional organizations. Qualified apparatus and skills in information and communication technology are less common, and public administration services are still lacking and seem unprofessional, this has led to people still having negative opinions about government services. The government has to support the implementation of e-Government and the development of information and communication technology, especially the improvement of facilities and infrastructure, both office rooms and public service rooms, finance for the construction of towers and other infrastructure, socialization for public so that people can trust more with the government services, and applications and programs based on information and communication technology so that public services are more improved, smooth, and reliable.

Keywords: effectiveness, e-Government, employee performance, community service

1. Introduction

Today information technology is developing very rapidly. The use of applications and smartphones can be used as access in disseminating information, especially information about government and government work programs. The application of e-Gov in government has been implemented in many places even at the district level by utilizing these advances in information technology. The Ministry of Communication and Information Technology plans a Smart City program with a focus on developing basic urban facilities and infrastructure (integrated and environmentally friendly public transportation), economic facilities (non-cash transactions), information and communication technology-based security (the presence of CCTV, data and information security). Improving health, education, socio-cultural services (energy-friendly environment), tourism, as well as

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decent and affordable housing. For this reason, districts/cities in Indonesia that plan Smart City programs need to also look at their fiscal/financial (regional expenditure budgets and local revenue) in order to focus and prioritize what areas will be optimized and developed. Several big cities that are ready to implement Smart City include; DKI Jakarta, Bandung, Makassar, Yogyakarta, Surabaya, Medan, Padang, and other big cities. West Lombok Regency, located in NTB Province, is one of the regencies currently expected to implement this. Moreover, the island of West Lombok, especially the Sekotong sub-district which is located in the southern part of West Lombok Regency, with views of the sea when viewed from the top of a hill that looks beautiful and contains copper, gold and silver, especially gold which is very promising sparkling dollars. The gold potential in Sekotong is said to be in the thousands of tons and the silver potential is about three times that of course, if this is true it can be mined for decades and will be able to prosper the local people if it is managed properly based on the principles of good mining practices. (https://www.esdm.go.id/en/media-center/news-archives/buru-emas-di-sekoton-lombok-barat). With the existence of two contents, namely mineral resources and tourism in the Sekotong area, it is time for West Lombok Regency to improve by trying to improve services to the local community and the world. Both services through e-Gov and in realizing West Lobok Regency as a Smart City.Based on the explanation of the problems stated above, the research questions can be formulated as follows: (1) What is the description of the use of information technology-based applications used by agencies or agencies in Lombok Barat Regency in carrying out their work (2) How the implementation of the electronic system (e-government) in West Lombok district related to Human Resources, facilities & infrastructure and Performance

2. LITERATURE STUDY

According to (1) Samodra Wibawa 2009:113, E-Government is the use of information technology by government agencies such as Internet Wide Area Networks (WAN), mobile competitors, which can be used to build relationships with the public, business world and other government agencies. E-government refers to the use by government agencies of information technologies (such as Wide Area Network, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. According to (2) Falih Suaedi, Bintoro Wardianto 2010:54, E-Government is an effort to utilize information and communication technology to improve efficiency and effectiveness, transparency and accountability of the government in

providing better public services. Then the Depkominfo (Samodra Wibawa 2009:114) defines E-Government as a public service organized through a government website using the Indonesian government domain (go.id).

In book (3) E-Government In Action 2005:5 it is explained that E-Government is an effort to create an atmosphere of government administration in accordance with the shared goals of a number of interested communities. Therefore, the declared vision must reflect the shared vision of the existing stakeholders, for example:

1. Improving the productivity and operational performance of the government in serving its people.

2. Promote clean and transparent government.

3. Improving the quality of people's lives through the performance of public services.

4. Ensure the creation of a democratic state administration.

Because the vision comes from "From, By and For" the community or community where the E-Government is implemented, the time will depend on the situation and condition of the local community. As stated above that E-Government is an effort for electronic-based government administration in order to improve the quality of public services effectively and efficiently.

From the description above, it can be concluded that E-Government is a process of utilizing information technology as a tool to help run the government system efficiently. From the definition of E-Government above, it can be concluded that: (1) The use of information technology (internet) as a new tool; (2) The purpose of its utilization is so that the government can run effectively, efficiently and productively in the use of internet technology; the entire convoluted process or procedure can be trimmed

The development of E-Government in accordance with (4) Presidential Instruction No. 3 of 2003, is intended to develop an electronic-based (using) government administration in order to improve the quality of public services effectively and efficiently. To develop a management system and take advantage of advances in information technology, the government must immediately implement the E-Government transformation process. Through the development of E-Government, management systems and work processes are arranged in the government environment by:

1) Optimizing the use of advances in information technology to eliminate organizational and bureaucratic barriers;

2) Establish a network of management systems and work processes that enable government agencies to work in an integrated manner, to simplify access to all public service information that must be provided by the government.

According to the Instruction of the President of the Republic of Indonesia Number 3 of 2003 concerning the National Policy and Strategy for E-Government Development, the demands for changes in the implementation of development are systematically carried out through realistic and measurable stages.

Every change has the potential to cause uncertainty, therefore the development of e-Government needs to be planned and implemented systematically through realistic stages and measurable targets, so that it can be understood and followed by all parties. Based on the nature of information transactions and public services provided by the government through information networks, the development of e-Government can be carried out through 4 (four) levels

3. method

This research uses a qualitative approach with a case study method. Qualitative research is research that is carried out through a process of exploring and understanding individual and group behavior, describing social problems or humanitarian problems, and the final activity is making reports into a flexible structure as described by Creswell (5) is study focuses on the two main focus of E-Government. There are at least two main principles to be considered as follows: (1) description of the use of information technology-based applications used by agencies or agencies in Lombok barat Regency in carrying out their work and (2) the implementation of application information technology (e-government) in West Lombok district related to Human Resources, facilities & infrastructure and employee performance.

This study uses primary data sources derived from interviews and observations, as well as secondary data sources derived from document studies. The loci in this study were Dinas Informatika Lombok Barat

4. Results and Discussion

4.1. Description of the use of information technology

West Lombok Regency is included in the Regency/City Government which is the pioneer/pioneer in implementing the Smart City program in 2020 from the Ministry of Communication and Information of the Republic of Indonesia in collaboration with several other ministries, including the Ministry of Home Affairs. In 2021, the West Lombok Regency Government will hold Technical Guidance for the Preparation of the

Smart City Masterplan and the Determination of the Quick Win Program. This mentoring program is intended to provide information on Preparation, Planning, and Coordination in the context of Formulating the Smart City Masterplan, and determining the Quick Win Program by means of discussions between the Ministry of Communications and Informatics team, and the Smart City Council of West Lombok Regency. The purpose of this Technical Guidance Activity is to create integration, synchronization, and synergy between Smart City development plans at the central and regional levels.

Based on the existing e-Government development master plan, in 2021 the Communication and Information Technology Office will begin to carry out infrastructure development to support the implementation of e-Government development, including the installation of servers and internet networks, software installation, technical training for employees of the Communication and Informatics Office as well as service employees. others who will carry out public services through e-Government. Some of them are

1. (a) **Website/ Portal**

Online information media that can be accessed independently by the whole community, both the LOMBAR Regency community and portal accessors from anywhere or people outside the Regency. Contains information or news of routine activities carried out in all regions in LOMBAR Regency as well as activities of each OPD (Regional Apparatus Organization) or agencies in the LOMBAR Regency Government. The LOMBAR Government portal can be accessed through the web address https://lombokbaratkab.go.id. The information provided includes:

1. Homepage, ongoing activities or latest news;

2. LOMBAR at a glance, history of the formation of the district, vision and mission, meaning of symbols, LOMBAR in Figures, and geographic location;

3. Work Units, OPD and other work units in LOMBAR Regency;

4. Legal Products, Regional Regulations, Regent Regulations, and List of Public Information (data and announcements that can be downloaded by the public);

5. Online services, Ministry of Communication and Informatics services, complaint content, CCTV, and video galleries;

1. (a) *E-mail* dan *Network* Monitoring

Each agency or SKPD in LOMBAR Regency has its own email address and is used for the benefit of the service. Website within the LOMBAR Regency Government. The picture of networking monitoring can be seen in picture 1 below.

Figure 1: Net Working Monitoring.

1. (a) Electronic Procurement Services

This portal is used for the auction process for procurement of goods, procurement of consulting services for business entities, construction works, other services, and individual consulting services carried out in the LOMBAR Regency area. It is also possible to see announcements of the auction and tender processes that are being carried out. The picture of Electronic procurement can be seen in picture 2 below.

Figure 2: Electronic Procurement Services.

1. (a) Online Licensing

This portal is used to administer business licensing, OSS Online Single Submition, which is a business licensing service system. The picture of Online Licensing can be seen in picture 3 below.

Figure 3: Online Licensing.

1. (a) Portal Data

Simbangda Kabupaten is the official data portal of the LOMBAR Regency Government. This data portal contains LOMBAR regional development data which is expected to be useful for the wider community. The picture of Portal data can be seen in picture 4 below.

Figure 4: Portal Data.

1. (a) E-monitoring and Evaluation

Application of Performance Achievements and Overview of SKPD Performance. This application contains data on existing activities in LOMBAR Regency with budgets sourced from funds: APBD, DAK, APBN, and other sources. And for all Regency Regional Apparatus Organizations (OPD), in order to be able to enter monthly reports no later than the 5th of each month. Website-based Monev Application Development (e-Monev) is an effort to streamline and streamline reporting leading to quality improvement by simplifying the format, application and reporting mechanism of Development

Performance Monitoring and Evaluation. In parallel, the currently developed e-Monev contains the required performance information as input for the implementation of Performance-Based-Planning and Budgeting, as well as further information on the contribution of activities/programs to the achievement of National Priority targets. . The picture of E Monev can be seen in picture 5 below.
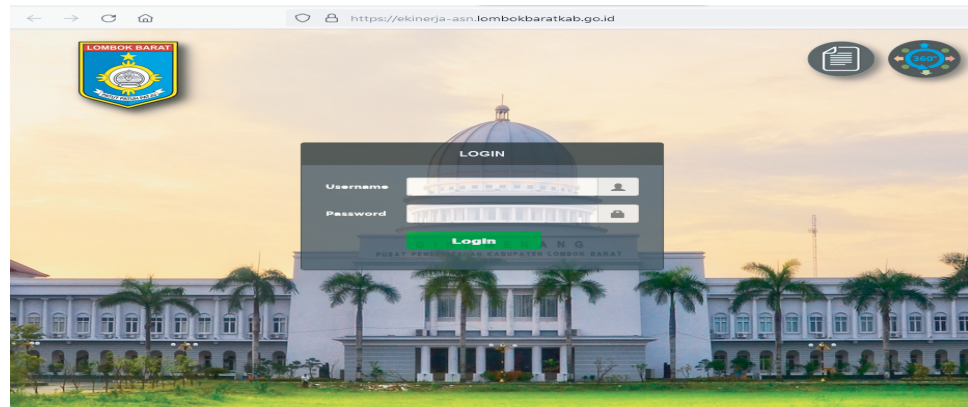

Figure 5: E Monev.

1. (a) Smart City Supporting Infrastructure management Information System / SIMATUR

Currently in the application there are reports about LOMBAR District, there are also several E Governments that can be accessed. The picture of Simatur can be seen in picture 6 below.

1. Implementation of e-government in West Lombok district related to Human Resources, Facilities and Infrastructure and Performance

To find out the implementation of e-Government in Lombok Barat Regency, interviews were conducted with key informants, field observations by looking at the condition of information and communication technology facilities and infrastructure, and document review to see aspects of human resources, facilities and performance.

1. (a) Human Resources

2. Implementation of Main task and function

Based on the results of the interview, it shows that the implementation of the daily main tasks and duties as well as the disposition of the leadership to related officials and staff have been carried out according to the main tasks and functions and are structured using the e-mail application and are running well and need development so that the staff given the ID can also access the application.

Figure 6: Simatur.

1. Competency Improvement

related to improving employee competence in the field of information and communication technology as well as guidelines in services, especially employee attitudes and behavior and discipline in service.

Based on the results of interviews, the improvement of employee competence in the field of information and communication technology has been maximally carried out, especially at the Communication and Informatics Service, but the problem lies in the OPD who sends different apparatus every time training is carried out, so that knowledge sharing and information sharing are often hampered. beginning. Guidelines in service, especially employee attitudes and behavior as well as discipline in service are still general in nature because in fact the apparatus to be assigned to the call center must have a good and friendly attitude in service.

1. Leadership Commitment

related to the leadership's commitment to the vision and mission of e-government development as well as the obstacles faced. Based on the results of interviews related to the vision and mission of e-Government development and the obstacles faced, it can be concluded that the leadership's commitment in e-Government development efforts has been implemented and adjusted to the vision and mission of the Regional Head, the progress of implementation of development and development also adjusts

to the budget and needs. The obstacle faced is the area of the Regency so that the development and application development is constrained by the signal.

1. (a) Facilities and Infrastructure

2. Infrastructure and Network Planning

From the results of these interviews, it can be concluded that in accordance with the master plan that has been made, there are still many activities that have not been carried out, especially the construction and addition of telecommunication towers/towers in remote areas. However, efforts are being made to cooperate with other providers for the provision of internet networks. Constraints faced are related to the budget and the transfer of officials who assist in the management of development activities, so that the development budget and hardware additions are often constrained.

1. Provision of communication, interaction and data exchange facilities

provision of facilities for communication, interaction and exchange of data between Satker both within the Regional Government and with other Regional Governments. and intranet to support such communication, as well as the use of WAG. However, there is no facility to share data and information with other local governments. Other information can be accessed through the official district government portal.

1. (a) Performance Improvement

2. Benefits of helping works

Questions about the ease and speed of doing daily work. Based on the results of these interviews, it can be concluded that the use of information and communication technology within the Regency Government is very useful and helps the implementation of the main tasks and functions and improves the performance of oneself and the performance of the agency and helps the implementation of work more quickly and easily.

1. Improvement of work result

Next is the question of increasing work results both from personal performance and in service to the community. From the results of these interviews it can be concluded that there is an increase in the performance of both yourself and the agency while using information and communication technology, services to the community have also increased, but services need to be improved again.

5. Conclusions

Based on the results of research and discussion, the conclusions of this study are as follows:

1. Human Resources

Using the e-mail application and running well, some employees have not been able to access the application. improvement of employee competence in the field of information and communication technology has been carried out maximally. OPD that sends different apparatus every time training is carried out, so that knowledge sharing and information sharing are often hampered and again have to explain from the beginning. Guidelines in service, especially the attitude and behavior of employees and discipline in service are still general in nature because in fact the apparatus to be assigned to the call center must have a good and friendly attitude in service. The obstacle faced is the area of the Regency so that the development and application development is constrained by the signal.

1. Facilities and Infrastructure

many activities have not been implemented, especially the construction and addition of towers/telecommunication towers in remote areas. Constraints faced are related to the budget and the transfer of officials who assist in the management of development activities, so that the development budget and hardware additions are often constrained. There is no facility to share data and information with other local governments

1. Performance Improvement

the use of information and communication technology within the Regency Government is very useful and helps the implementation of main tasks and performances as well as services to the community have also increased,

6. Recommendation

Based on the results of the research, discussion and conclusions above, the suggestions that have been formulated are as follows:

1. (a) Human Resources

Training on the use of applications must be carried out frequently. Employees who are sent to training must be people who handle the field of information technology and improvement of attitude in serving must continue to be improved.

1. (a) Facilities and Infrastructure

Cooperation with other providers must be done to provide internet network. The transfer of employees must be in accordance with the relevant competence. It must be done in cooperation with the surrounding districts and cities

1. (a) Performance improvement to society must keep improving

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