Research Article

E-Goverment and Public Services in Indonesia: Prospects and Challenges

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Abstract.
This study aims to examine the prospects and challenges of adopting e-government to improve the quality of public services in Indonesia. This research method is qualitative and exploratory, in nature, and is based on a case study approach. Interactive techniques were used to analyze these studies. The results of this study show that e-government is still a new area in some local governments, but many people believe that it has the potential to improve the way governments function. In almost all regions of Indonesia, local and regional governments are trying to exploit this potential by looking for the best way to implement E-government. E-government is useful for governments of all sizes, geographic locations, economic conditions, and government structures. This shows that Indonesian regional governments are currently considering, planning, developing, implementing, and evaluating e-government initiatives in their respective regional governments. However, this has brought many challenges that cannot be avoided, such as issues related to the creation, human resources, policy issues, and implementation of e-government programs.

Keywords: E-Goverment, public services, local e-government, perspective and challenges, Indonesia

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1. Introduction

Technological advances and information systems have contributed significantly to helping people do their jobs [1]; [2]. Challenges to the interoperability of current information systems from which optimistic conclusions can be drawn, since public life is developing too quickly due to advances in technology, information and communication [1] [2].Complexity, transparency and accountability are a function of a global situation that increasingly demands accountability from manufacturers and service providers. Manufacturing requirements can be met faster, more reliably and more cost-effectively through advances in information technology [3]; [4]. Thanks to new technologies and IT systems, decisions in companies can be made faster and more reliably; [3]; [4]. An information technology that has a huge impact on human life, especially in Indonesia, is the introduction of electronic government (e-government) [5]; [6] In this case, e-government

refers to the distribution of information and services to individuals, businesses or other government entities by state or local authorities via the Internet or other digital media. E-government is a broad term for local, state and federal online services. Change Efforts Progress in implementing e-government was made in April 2004, when the government introduced mandatory passports, driver's licenses and tax identification numbers (SINs) for all Indonesian citizens [7].

Implementation of e-government in Indonesia in terms of web presence, interactions, transactions and transitions, sustainability, e-government preparedness and transparency, value of investments in each region, leadership, institutionalization of e-government in these sectors, process management, office Management. Efficiency. Due to future and budgetary factors, the adoption of e-government in Indonesia has made very rapid progress since the initial implementation [8] ; [9]. Reaction of the Indonesian population Entrance Electronic administration is certainly positive as it helps to minimize delays in system development. Several previous studies concluded that delays in e-government progress would only prevent the country from changing values, improving public service standards for all, and ultimately harming social well-being

Previous research also shows that e-government in Indonesia is still optimizing and improving its services and capabilities [10]; Seo, D. et al., 2018; Almufti, M. et al., 2023; Musaad, M., 2023). The purpose of this study is to examine the prospects and challenges of adopting e-government to improve the quality of public services in Indonesia. The focus of the study was the question of the extent to which e-government improves the process for optimizing the quality of public services.

2. Methods

This research method is qualitative and interpretive in nature and is based on a case study approach to critically and in-depth examine the prospects and challenges of e-government in improving public services in Indonesia. The data for this study was collected through desk research, field notes, personal documents, official documents, literature reviews and online media. This study uses secondary data as the data source. Secondary data is a collection of data collected from various reading sources such as personal letters, diaries and official documents from various government agencies. Meanwhile, this data analysis technique uses interactive analysis techniques and coding analysis techniques to interpret the stored data. This research methodology model was chosen because it allows data analysis while the researcher is on-site or after returning from the field to conduct the analysis. In this study, in addition to the data

collection process, data analysis was also carried out. The analysis process is based on an interactive analysis model. You can view the techniques used in data analysis.

3. Results and Discussion

Introduction of E-Government to Public Services in Indonesia It is expected that through the introduction of E-Government, services will be provided to the public to establish communication between government and local government [11]; [9]. However, there is still an imbalance between the information expected by the public and the information provided by the government, particularly that provided through electronic media. The aim of electronic management of public services is to provide comprehensive public services to the community in the form of information delivery, including the provision of information on work programs, vision and mission, public services and relationships with each regional work unit (SKPD), including external ones. parties. Quality public services is a requirement of the Public Services Law No. 25 of 2009 of the Republic of Indonesia, which regulates the principles of good governance to effectively enable government functions in the implementation of public services. Public services based on e-government can facilitate citizens' access to various services without having to contact ministries directly. The integrity and openness of information available in e-government will support the creation of good governance through greater transparency and accountability in public institutions.

E-government is also expected to increase the productivity and efficiency of bureaucracy and can thereby increase the creativity and innovation of public service providers and society [11]; [12]. Based on Presidential Instruction No. 3 of 2003 on National Policy and Strategy for the Development of e-Government, the government must be able to address two distinct but closely related paths to meeting the needs of the community, namely: 1.The Community demands that public services that serve the interests of all communities across Indonesia are reliable and reliable, as well as easily accessible and interactive; 2. Society wants its aspirations to be heard. The government must therefore encourage public participation and dialogue in the development of public policies. Thanks to the advancement of information and communication technologies, local governments should be able to independently carry out the process of converting the traditional information and communication presentation into an electronic information presentation. This corresponds to the World Bank definition. E-government is the use of information technology by the government to transform its relationships with society, businesses and interest groups. According to Presidential Instruction No. 3 of 2003,

the development of e-government aims to achieve four objectives, namely: 1. Building a public information and transaction network whose quality and scope satisfy the general public and the whole of Indonesia at all times can reach. Time. at any time and without time or cost restrictions for the company. 2.Build interactive relationships with the business community to promote national economic development and strengthen the ability to respond to change and international business competition. 3.Create mechanisms and channels for communication with government institutions and provide spaces for dialogue so that the community can participate in the formulation of government policies. 4. Establish transparent and efficient management systems and workflows and facilitate transactions and services between government institutions and autonomous regional Governments. Several key factors in each dimension represent weaknesses in the implementation of e-government in public services. These key factors are important to make improvements or improvements in e-government implementation aimed at improving the performance of public services, including the following : (1) Politics; and (2) institutions.

The implementation of e-government requires an integrated system so that data can be processed in an integrated system between a regional apparatus (DSB) and another DSB. Risks arising from the state of data in an integrated system include, but are not limited to, data retrieval difficulties, data communication difficulties, data security risks, and data integrity risks. Therefore, it is necessary to build a data center that meets the standards so that specific data protection officers, for example at Kominfo, PDE and Public Relations, can manage the need for access devices, servers and storage space. Independent data center management closes gaps in information security. E-government as a strategy for public service efficiency in Indonesia In the current era of globalization, it is not surprising that advances in information and communication technologies can promise efficiency, speed of information dissemination, accessibility and transparency, even within the government. Furthermore, in the current era of regional autonomy, it is necessary to achieve good governance through the use of information and communication technologies, which is commonly known as e-government. Improving public services can also be achieved through e-government. As King, S., & Cotterill, S. [13] notes, government bureaucracies can promote the use of information and communication technologies (ICT) in the implementation of government activities, facilitate interaction with the public, and promote accountability and transparency among public service providers. Since late 2019, news has been circulating about a new virus in Wuhan, China that has killed many people. Then, in early 2020, the virus began to spread in most countries and killed many people around the world,

prompting the World Health Organization (WHO) to declare the Covid-19 pandemic. In fact, in today's digital age, working from home will not be an obstacle to increasing productivity, especially for organizers and/or public service managers. This is due to the support of advanced technology and is visible in many media that offer the possibility of electronic meetings (teleconferences), etc. Basically, innovations are technology-based government activities, hereinafter referred to as E-Government [1]

The products can be called electronic services (e-services), for example Electronic KTP, and online agency service systems such as E-Kelurahan, BPJSTKU Mobile, Mobile JKN, etc. Even when working from home is possible, work the company services continue. optimal. In the era of globalization, it is not surprising that advances in information and communication technologies can also lead to efficiency, speed of information transfer, convenience and transparency within government. Furthermore, in the current era of regional autonomy, it is necessary to achieve good governance through the use of information and communication technologies, which is commonly known as e-government. Improving public services can also be achieved through E-Government. As Rose, M. [6] and Nurdin, N. et al. [8] notes, government bureaucracies can promote the use of information and communication technologies (ICT) in the implementation of government activities, facilitate interaction with the public, and promote accountability and transparency among public service providers. Article 4 of Law No. 25 of 2009 on Public Services specifies the principles of public service provision closely linked to the implementation of e-government, also taking into account the principles referred to in point (a). f, i.e. participation, the letter h stands for openness, the point h I for responsibility, the letter k for punctuality and the letter I for speed, comfort and convenience. Related to art. 23, paragraph 1, of Law No. Law No. 25 of 2009 on Public Services indicates that in order to provide information support for the implementation of public services, the organization of a national information system is necessary, and paragraph 4 explains that the Operator is obliged to manage information systems consisting of electronic IT systems or non-electronic, including at least: organizer profile, service provider profile, service standards, service announcements, complaint management and performance evaluation. It can be concluded that the introduction of e-government will facilitate the provision of public services. In addition, it will be easier for public service regulators, such as the Ombudsman of the Republic of Indonesia and their representatives, to monitor the process. For example, manage complaints online so that the public can easily access them and the Ombudsman of the Republic of Indonesia can monitor them. In addition, Presidential Instruction No. 3 of 2003 on the e-Government Development Strategy.

The implications for the implementation of e-gov in public services in Indonesia are; that the implementation of e-gov in Indonesia is still half way there and is still far below the ideal and desired standards. The lack of ideals is not only in the local context but also in the global context. Quantitative achievements show significant progress, but in terms of quality they are not yet adequate due to deficiencies in human resources, infrastructure and regulations. Therefore, it is necessary to refine the concept and strategy for implementing egov from various angles. The fact is that regulations and standards for e-gov development need to be created so that there is no definition and meaning of e-gov on their own by the organizers, namely regional governments.

4. Conclusion

We can conclude that globalization has led to a change in the order of life. As public life grows and develops through advances in technology, information, and communications, a sense of optimism emerges and develops. Suggestions that could be made include: The need for the government to make further changes to information technology in the workplace, as technology can be an important tool in supporting government objectives. Government websites should therefore provide comprehensive content coverage for each country, taking into account the different geographical conditions and possible availability of sources. Natural resources, before the government coordinates information activities, the government will continue to create demand for public services through the Internet to promote community and shorten the bureaucratic time for public complaints, and finally the community strengthening system. This should be done by providing information for assessment on the government website, as it is believed that the sustainability of the system will enable effective management and efficient management.

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