

Implementation of Electronic Government in Soppeng Regency

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Abstract:

Background:

This study aims to determine licensing services at the Investment and One-Stop Integrated Service Office of Soppeng Regency in using Electronic Government. The implementation of e-government is a smart step for the government at Soppeng Regency to improve services by utilizing technology. This study applies a qualitative approach with a case study method. Data collection uses observation, document review and interviews. The data were analyzed using the interactive model proposed by Miles and Huberman. The result of this study is the implementation of electronic government at the Investment and One-Stop Integrated Service Office of Soppeng Regency is still weak. In other words, there are still many people who do not know about licensing services via electronic. Thus, the use of technology is still in transition, and it requires synergy from all existing stakeholders.

Key Word: Policy, Implementation, Electronic Government.

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I. Introduction

The development of the current information age provides a huge opportunity to organize all activities in new, innovative, transparent, accurate, timely and various other superior ways. Because of information technology, all work processes and content are transformed from a static physical form to digital, mobile, virtual and personal.

People can access a variety of information easily and more efficiently through application-based technology. This program is a part of the implementation of a smart city (Utomo & Hariadi, 2016). The electronic government strategy must be based on a holistic vision of public service transformation. The implementation of public service transformation can be encouraged and maintained by intensive coordination and collaboration is required from institutions involved in electronic government.

There is a demand for government agencies to reform themselves based on Presidential Regulation Number 81 in 2010 about the Grand Design of Bureaucratic Reform 2010-2025 and Minister of Administrative and Bureaucratic Reform Regulation Number 20 in 2010 about Road Map Bureaucratic Reform 2010-2014. It began in 2013 preparations for implementation in local governments were carried out. Among the nine programs to accelerate bureaucratic reform, point 5 describes the strengthening of electronic government according to Prasajo (2012).

However, there is a gap between the theoretical and conceptual benefits. The increased optimism it brings with the reality on the ground. Empirical phenomena show that there are still many problems that hinder the realization of electronic government in Indonesia. With national conditions like this, the situation at the local government level is certainly not much different. Soppeng Regency as a district in South Sulawesi province is also not free from weaknesses.

One of the Regional Apparatus Units in Soppeng Regency that has been intensively utilizing electronic facilities to carry out its duties and functions is the Soppeng Regency Investment and One-Stop Integrated Service Office of Soppeng Regency. However, the implementation of a new policy cannot be separated from the obstacles that hinder the effectiveness and quality of services. However, the responsibility and role of the Investment and One-Stop Service Office of Soppeng Regency still apply under the main tasks and functions and existing regulations in improving the quality of its services.

II. Literature Review

According to Daniel A. Mazmanian and Paul Sabatier (1979) as quoted in the book Solihin Abdul Wahab (2008), says that: Implementation is an understanding of what happens after a program is declared valid or formulated is the focus of attention on policy implementation, namely events and activities that arise after the adoption of state policy guidelines. From these explanations, it can be concluded that policy implementation will not begin until the goals and objectives are determined or identified by policy decisions. Thus, implementation is a process of activities carried out by various actors. It will get a result that is following the goals or objectives of the policy itself.

Edward sees policy implementation as a dynamic process, where many factors interact and influence policy implementation. These factors need to be shown to find out how the influence of these factors on implementation. The factors that influence the success or failure of policy implementation are (1) communication, (2) resources, (3) disposition and (4) bureaucratic structure. (Edward in Agustino 2012:149).

According to the results of studies and research from the Harvard JFK School of Government in Indrajit (2002) applying the concepts of digitization in the public sector, there are 3 (three) elements of success that must be possessed, namely: Support, Capacity and Value, where:

1. Support is the main and most crucial element that must be owned by the government in the form of a desire (intense) from various circles of public and political officials to actually implement the concept of Electronic Government, not just following trends or even opposing initiatives related to the principles of the principle of electronic government. And what is meant by support or support here is not just talk, but further support is expected in the form of:

a) The approval of the Electronic Government framework as one of the keys to the country's success in achieving the nation's vision and mission thus, it must be given high priority as other keys to success are needed;

b) The allocation of a number of human resources (human, financial, workforce, time, information, etc.) is allocated to the government to build this concept with a cross-sectoral spirit.

c) The construction of various supporting infrastructures and superstructures to create a conducive environment for developing Electronic Government (such as the existence of clear laws and regulations, the assignment of a special institution as the main person in charge, the preparation of rules for cooperation with the private sector and so on).

d) Dissemination of the concept of Electronic Government evenly, continuously, consistently and thoroughly to all bureaucrats in particular and the public in general through various sympathetic campaign methods.

2. Capacity is an element of the ability and empowerment of the local government in realizing Electronic Government. There are three minimum things that the government must own concerning this element, namely:

a. Availability of sufficient resources to carry out various Electronic Government initiatives, especially financial resources.

b. Availability of adequate information technology infrastructure because this facility is 50% of the key to the successful implementation of the concept of electronic government;

c. Availability of human resources who have the competencies and expertise needed to implement Electronic Government can be in accordance with the expected benefits principle.

d. It should be noted that the absence of one or more of these elements should not be used as an excuse for delaying a particular government in its efforts to implement electronic government. Instead, the government must look for alternatives so that it can have the three prerequisites in a short time.

3. Value, The first and second elements are two aspects that are seen from the government side as the service provider (supply side), in terms of determining whether or not the benefits obtained by the electronic government are not the government itself but the community (demand side).

III. Research Methods

This research is specifically qualitative research, namely interpreting empirical facts in the field through in-depth exploration. The selection of this approach is appropriate to reveal the answers to the formulation of the research problems proposed and the characteristics of complex research objects. This research is a case study research that is considered appropriate because it allows exploring empirical phenomena regarding the implementation of electronic government.

The data collection method is an important step in conducting research because the data collected will be used as material for analysis in research. The method used in this qualitative research is the triangulation method (Sugiono 2009:242): In-depth and semi-structured interviews with informants involved in the implementation process. Observation is research carried out systematically and intentionally by using the sense of sight to see events that are taking place and directly analyze these events directly when the incident took place. Review The document under review is in the form of an electronic government blueprint. The validity of

primary data will be gained through interviews. To obtain credibility, the researchers used the technique of Extended Observation, Conducting observations diligently, Triangulation of data sources, triangulation tested were data sources and data collection techniques

The data analysis technique used in this study is a qualitative descriptive technique, while the data analysis follows an interactive model proposed by Miles, Huberman and Saldana (2014) through activities namely data collection, data display, and data condensation and conclusion drawing/verification

IV. Research Result

This study is influenced by two factors, namely the superstructure (leader's commitment, communication, human resources and community participation) and the application infrastructure in disseminating information.

a. Government Electronic Superstructure

1) Commitment of leaders in the implementation of Electronic Government at Investment and One-Stop Service Office of Soppeng Regency. The various initiatives presented by this informant are innovative ideas from the Soppeng regent, showing tangible evidence of a high commitment to utilizing Electronic Government in running a government and providing services to the community. In other words, at the district government level, there is strong leadership to encourage the utilization of Electronic Government.

2) Human resources. In terms of the use of Electronic Government at the Investment and One-Stop Service Office of Soppeng Regency, there is still a "human factor", namely the lack of human resources in exploiting the power of information technology supporting the electronic government to the fullest. So the application of electronic government in the Investment and One-Stop Service Office of Soppeng Regency, the level of human resource capabilities still needs to be improved.

3) Communication. The government's electronic implementation shows that the Soppeng Regency Investment & One-Stop Integrated Service Office and the community communicate directly to provide licensing services. The process of implementing e-government is only for the dissemination of policies in licensing services. The communication skills of the apparatus are shown by how the One-Stop Integrated Service & Investment Office of Soppeng Regency implements policies in conveying information that can be understood and understood by policy targets.

4) Community Participation. As an electronic government-based service provider that prioritizes openness and easy access to information, of course, the government has an emphasis on services to its citizens. This has an impact on the type of service provided to the maximum, becoming a gamble in promoting quickly, precisely and transparently. Based on the results of research, the community is still limited to being positioned as passive beneficiaries. Their active involvement in the planning and development of Electronic Government has not been seen; this shows that this is related to the management of a very centralized Electronic Government, where the central government plays a dominant role.

b. Government Electronic Infrastructure.

The application in disseminating information carried out by the Investment and One-Stop Service Office of Soppeng Regency is one-way to the community in service. This is because the central government's dominance in developing Government electronic applications makes the transfer of knowledge difficult. The development of subordination creates an area of dependence. In addition, the application owned by the Investment and One-Stop Service Office of Soppeng Regency only has the function of providing information related to licensing services to the public. In a centrally created system whose perspective is in the interests of the center.

V. Conclusion

The implementation of electronic government at the Soppeng Regency Investment and One-Stop Service Office has strong implications for the superstructure and infrastructure. Some of the instruments on the condition of the superstructure element at the Investment and One-Stop Integrated Service Office of Soppeng Regency are still weak. This is due to the dominant role of the central government, which results in the lack of capacity elements due to top-down government policies that create dependence on the Investment Agency and One-Stop Integrated Services to the central government in development, planning, training and policymaking. Availability of adequate infrastructure both in terms of software and hardware. However, the use of technology is still in transition, this only requires getting used to the use of technology and support from all communities and stakeholders.

VI. Suggestion

The implementation of electronic government at the Investment and One-Stop Service Office of Soppeng Regency needs to innovate in developing superstructure elements, especially human resource management and opportunities for community participation. To support human resources, it is necessary to recruit employees who have a scientific background in technology, so that they can adapt to changes in electronic maintenance. It is hoped that the government will commit to innovate regarding the implementation of online services in Soppeng Regency to areas or remote areas that are still untouched by technology. So that each Regional Apparatus Units to carry out its role and function in serving the community in relation to maximizing the use of Information Technology as an effective and efficient service innovation.

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