ANALYSIS OF E-GOVERNMENT MODELS AND PATTERNS IN ABEPURA DISTRICT

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ABSTRACT

This article is the result of research on involving and accessing official access to district / city government offices in the Papua province in supporting the implementation of e-governmnet. The main issues discussed are about the development of implementation of the implementation of e-government in Papua and what factors influence the implementation of e-government in Papua. This research is included in descriptive qualitative research. The data source used is secondary and primary data, namely the study of literature, articles, journals and sites on the internet relating to research conducted. While the primary data used comes from the results of interviews with informant stakeholders. Data collection is done through literature studies, district / city observation websites in Papua, and interviews with Diskominfo in Papua province. The results showed that, as many as 26 district / municipal governments from 29 districts / cities in Papua province had official sites with the go.id domain. Of the 26 web sites all have met indicators, namely access, interaction, transaction and transformation. Several challenges issued by each district / city government in Papua in the development of e-government are factors that support internet support facilities and HR factors that focus on uploading website content. The factor of ignorance of the community about the approval of the official local government site, is also a priority in improving public services through e-government.
Keywords: Analysis,Model, Pola,E-Government, Distrik

ABSTRAK

Penelitian ini dilatarbelakangi pemikiran bahwa saat ini e-government menjadi salah satu inovasi kebijakan yang diterapkan oleh pemerintahan. Baik pada level pusat maupun daerah. Provinsi Papua telah menerapkan E-Government sejak tahun 2017. Namun, penerapan E-government tersebut belum tersentuh hingga ke tingkat Distrik. Padahal, Distrik sebagai salah satu organisasi pemerintah yang menjalankan fungsi pelayanan maka mau tidak mau harus menerapkan e-government. Penelitian dilakukan di kantor Distrik Abepura. Menggunakan pendekatan deskriptif kualitatif. Hasil Penelitian Menunjukkan bahwa Distrik Abepura telah menerapkan e-government. Model e-government yang ideal untuk diterapkan dalam pelayanan berbasis online di Distrik Abepura adalah model Catalouging, Transaction, Vertical Integration dan Horizontal Integration. Sedangkan pola E-Government yang ideal di terapkan di Distrik Abepura adalah Pola G2C (Government to Citizien). Sedangkan Faktor-Faktor yang mempengaruhi penerapan model dan pola E-Government di Distrik Abepura terdiri dari Faktor Pendukung dan Penghambat. Pada Faktor Pendukung meliputi Komitmen kepala Distrik, Fasilitas Distrik dan Letak Distrik. Sedangkan faktor yang menghambat adalah Sumber Daya Manusia, Penganggaran, Respon Masyarakat, Domain Belum resmi.
Kata kunci: *pengembangan, Model, Pola, Pemerintahan Elektronik, Distrik*

INTRODUCTION

The existence of districts in Jayapura is unique in the nomenclature of government organizations. Districts are specifically mentioned in Law No. 21 of 2001 concerning the Implementation of Special Autonomy for Papua Province. In article 1 letter (k) it is stated that the District, which was formerly known as the sub-district, is the working area of the district head as a district/city regional apparatus. According to Government Regulation No. 17 of 2018 concerning Subdistricts in Article 1 it is stated that Subdistricts or what are referred to by other names are part of the territory of the district/city area led by the camat. Therefore the presence of the District is expected to assist the district/city government in improving public services.

One of the government's efforts to improve public services is through the implementation of e-government. Currently e-government is a national policy that requires the government to implement it in governmental tasks. As the essence of the presence of government is to provide services (Rasyid, 1997). Nationally, the policy of implementing e-government has been implemented for a long time, namely since the issuance of Presidential Instruction No. 3 of 2003 concerning National Policy and Strategy for the Development of e-Government.

Papua Province has implemented E-Government since 2017 (anangkota 2019). However, the implementation of E-government has not been touched down to the district level. Therefore the development of the E-Government Model and Pattern in the Abepura District must be adapted to the conditions on the ground. This is done so that E-Government can be developed and implemented properly and correctly. So that the benefits of implementing E-government in improving public services can be felt in the Abepura District. Therefore, efforts to find e-government models and patterns are needed in a comprehensive scientific research activity.

Based on Jayapura figures (BPS 2020), Abepura District is the district with the second most densely populated area after Muara Tami, which is 155.7 km2 or 16.6% of the area of Jayapura City. With the densest population density in Jayapura City, namely 128,282 people or 40.40% of the total population of Jayapura City. Consists of 8 Villages and 3 Villages. With dense population data and a large area, the community's service needs will also vary. So efforts to improve public services must be increased.

Based on the description of the background of the problem, the main problem that has been studied is how e-government models and patterns can be developed and implemented in Abepura District in supporting the improvement of public services.

LITERATURE REVIEW

E-Government concept

E-Government is defined as the application of information and communication technology (ICT) to enhance the performance of traditional government functions and services. More specifically, e-Government is the use of digital technology to transform government activities with the aim of increasing the effectiveness, efficiency and delivery of services.

The World Bank defines e-Government as follows:

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".

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Meanwhile, according to UNDP (United Nation Development Program) defines eGovernment more simply, namely "eGovernment is the application of Information and Communication Technology (ICT) by government agencies" (World Bank in Indrajit, 2002: 2). According to Pascal (2003) states that e-Government (e-Gov) is the use of information that can improve relations between the government and other parties which involve computerization of paper-based procedures that will encourage new ways of leadership, new ways of discussing and establishing strategy, business transactions, listening to citizens and communities and new ways of organizing and conveying information.

The same assertion is also defined by Rahardjo (2001) that E-Government is an interactive system of communication and coordination between the government and its citizens, business entities, and other government units through the use of web-based and other electronic technologies.

Pattern of ICT Implementation for e-Government

According to APCIT (2019), there are three patterns of ICT implementation to support e-Government, namely:

1. Government – to – Citizen (G2C) This pattern covers the role of the government in serving public needs, such as managing population, taxes and so on. This role responds to the challenges of government administration inefficiencies that are currently occurring. The impact of this inefficiency can be seen, among others, from the community having to do multiple registrations. One of the solutions offered is the development of a G2C portal that integrates population databases, accesses government services through various channels.

2. Government – to – Government (G2G) Is an innovation in how the government works. Manual work that used to have to go through convoluted bureaucracy is handled with work automation. Digital governance enables the exchange of information vertically and horizontally between government agencies. The impact is the speed of work processing (effectiveness) and operational budget savings (efficiency). One of the solutions offered is an integrated financial system.

3. Government – to – Business (G2B) This pattern covers the role of government in relations with the business world. This includes a direct impact on tax revenues received by the government. This pattern exists to answer the transparency of transactions carried out by the government which are prone to fraud. One of the applications offered is to develop e-procurement for government procurement.

E-Government Models

According to Tamara and Amel (2010), there are four models of e-Government development stages. This model is divided into the dimensions of technological and organizational complexity with the level of data and information integration. The development stages are:

1. Catalouging, has the characteristic of focusing on how the government provides information and presents it on the website. Usually, the government will provide the latest (up to date) information to the public. If necessary, the government will provide files that can be downloaded and used by the public.

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2. Transaction, has the characteristic that the government is directly connected to the government's internal system through an interface and provides a way for the public to carry out administrative arrangements with the government electronically.

3. Vertical Integration, has the characteristics of local and centralized government administration connected to be one with the functionality and services of government administration.

4. Horizontal Integration, has the characteristics of integration across functions and services.

The model put forward by Oreste Signore, Franco Chesi, Maurizio Pallotti. (2005) is described as in Figure 1.
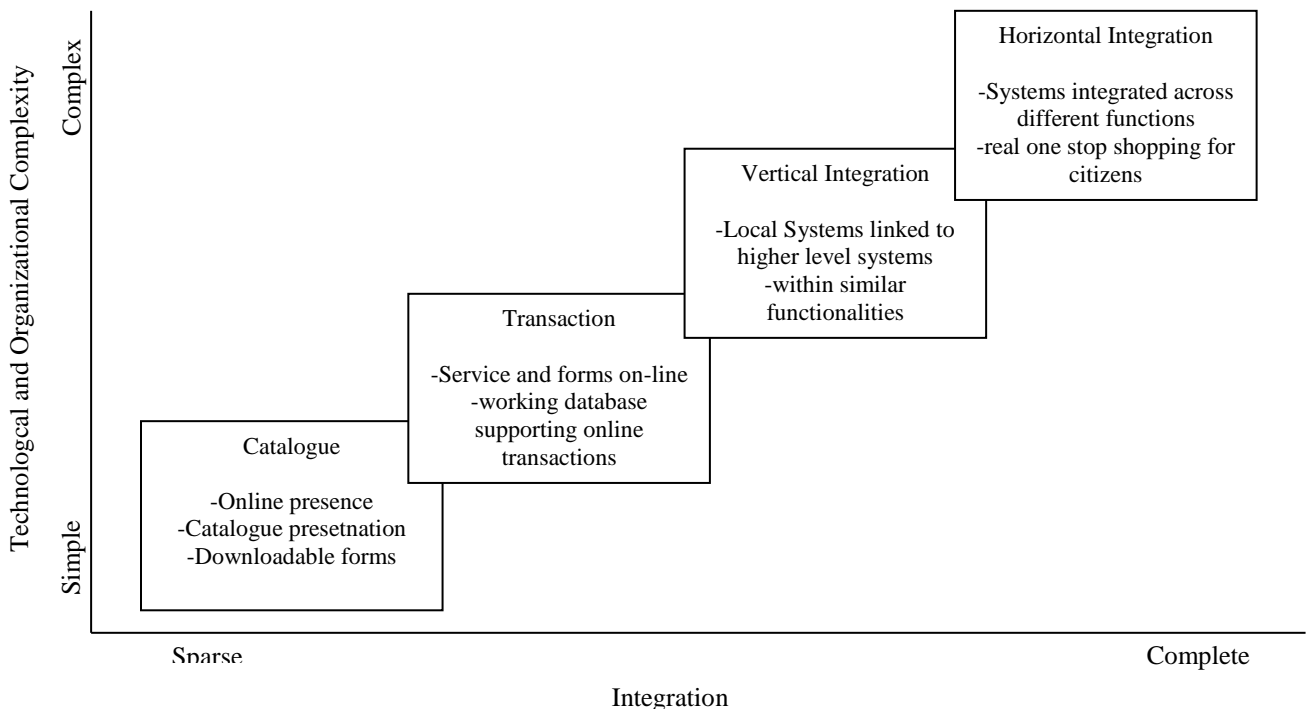
Indrajit (2005) mentions and explains a number of determining factors in determining government readiness to implement e-government, namely Telecommunications infrastructure, Level of Connectivity and Use of IT by the government, Readiness of Human Resources in Government, Availability of Funds and Budget, Legal Instruments, and Paradigm Changes .

METHOD

Types of research

The research that has been done is included in the type of qualitative research with a descriptive approach. Research with a qualitative descriptive approach is a research approach where the data collected is in the form of words, pictures and not numbers. These data can be

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obtained from interviews, field notes, photographs, video tapes, personal documentation, notes, or memos and other documentation (Moelang, 2005).

Location and Research Informants

The research location will be conducted at the Abepura District office, Jayapura City. Meanwhile, research informants were determined purposively and snowball in nature, consisting of government and community informants. For informants from the Government, namely the Head of the Abepura District, the Service Section of the Abepura District and the Sub-Districts in the Abepura District government area. While informants from the community are community representatives who are carrying out services according to the type of service at the district level.

Data collection technique

The data collection technique used is triangulation. According to Sugiyono (2016), triangulation is defined as a data collection technique that combines various data collection techniques and existing data sources. Thus the triangulation used consists of:

a. Participatory Observation; data was collected directly in the Abepura District, by observing service activities in the Abepura District

b. Deep interview ; data was collected through question and answer discussions with informants who had been determined and represented the character of the research

c. Documentation ; data was collected based on information on policy documents relating to the implementation of e-government in the Abepura District and visuals of public service activities to the community at the Abepura District office

Data Analysis Techniques

Data analysis was carried out in two stages, namely before in the field, while in the field and after in the field. Before going to the field, the data will be analyzed against the results of preliminary studies or secondary data. Meanwhile, during the field data were analyzed using the Miles and Huberman model, namely data reduction, presented in the form of patterns (Display Data) and Conclusions.

RESULTS AND DISCUSSION

Abepura District E-Government Model

Based on the results of field observations, it was found that the Abepura District already has an e-government facility in the form of a website. This is evidenced by the results of tracking on google search. There is a website address at https://distrikabepura.kotajayapura.id/.

Based on the data on the Abepura district website, it can be analyzed that the e-government model being practiced meets the criteria for e-government Catalouging, Transaction, Vertical Integration, and Horizontal Integration models. This can be explained as follows.

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Cataloging Model

The Catalouging Model has the characteristic of focusing on how the government provides information and presents it on the website. Usually, the government will provide the latest (up to date) information to the public. If necessary, the government will provide files that can be downloaded and used by the public. If it is connected with the implementation of e-government in the Abe district, then it is included in this model. This is because the website https://distikabepura.kotajayapura.id/ contains information on the activities of the Abepura District to the public and there is also a download file in the form of a letter of management results and other document files.

Transaction Models

In the Transaction model, it has the characteristic that the government is directly connected to the government's internal system through an interface and provides a way for the public to carry out administrative arrangements with the government electronically. Actually the Abepura District government has implemented this model in egovernmnet. This is measured by the existence of an online service for handling letters, namely the District Integrated Administration Service (PATRIK). Online services available at PATRIK include Population Services, Permits, Public Documents and Online Libraries.

Vertical Integration Model

Vertical Integration, has the characteristics of local and centralized government administration connected to be one with the functionality and services of government administration. If it is connected with e-government which is practiced in the Abepura district, it has used the Vertical Integration model. This can be seen from the existence of data services that are integrated with the vertical government above the Abepura District, namely the Jayapura City Population and Civil Registry Service (Disdukcapil) which provides population data services.

Abepura District E-Government Pattern

The pattern of e-government in Abepura District is Government – to – Citizen (G2C). This pattern covers the government's role in serving public needs, such as population management, taxes and so on. This role responds to the challenges of government administration inefficiencies that are currently occurring. The impact of this inefficiency can be seen, among others, from the community having to do multiple registrations. One of the solutions offered is the development of a G2C portal that integrates population databases, accesses government services through various channels.

The above is proven that on the Abepura district website there are services available that serve the needs of managing letters, documents and online libraries. This means that the Abepura district government has carried out services from the Government (Government) to (to) the Community (Citizens) online.

Influencing Factors

In the implementation of the E-Government Model and Pattern in the Abepura District there are several factors that influence it. Influencing factors are classified into Supporting and Inhibiting factors

Supporting factors

Supporting factors in the implementation of the E-Gov model and pattern in the Abepura District are the commitment of the district head, district facilities and district location. Here's an explanation.

(1) District Head Commitment

In this case the head of the Abepura district is very eager to provide maximum service by utilizing the use of technology and information that is developing and familiar and accessible freely and openly.

(2) District Facilities

The Abepura District already has supporting facilities, namely indihome wifi which is provided in each room and can be accessed openly by employees. With the internet wifi facility, online-based services maintain the quality of access.

(3) Strategic Location

The Abepura District is very strategically located. This is because the Abepura District is one of the centers of crowds, shops, offices, trade, services, sports and education. With the strategic location of the Abepura District, online-based services are very suitable for the conditions of the Abepura District area.

Obstacle factor

The inhibiting factors in implementing the E-Gov model and pattern in the Abepura District are Human Resources, Budgeting, Community Response, Unofficial Domain.

(1) Human Resources

In this factor, is the problem of the availability of technicians, admins, operators and news writers. The observation results show that the data displayed on the website page is still uploaded by external parties (website service providers). This will affect website content updates if human resources are still dependent on outsiders.

(2) Budgeting

The budgeting factor is related to the availability of the budget for financing and maintaining the continuity of access rights to the Abepura district website, because it is still held by the service provider. In addition, the budget provided has not yet been included in the Abepura District budget (DIPA).

(3) Community Response

The existence of internet access in Abepura does not make online-based services in the Abepura District optimized. This is proven by the results of observations, it was found that people are more likely to come directly to the district to be served in person rather than using online services. If the community's response to using online services decreases, it will affect the achievement targets for online services in the Abepura district

(4) The government has not authorized the domain

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The E-Govermnet implemented by the Abepura District still uses the id domain. This will affect the legality of website access which requires government institutions to use the go.id domain.

CONCLUSION

Based on the results of the discussion, several conclusions can be put forward, as follows.

1) The ideal e-government model to be implemented in online-based services in the Abepura District is the Catalouging, Transaction, Vertical Integration and Horizontal Integration models. While the ideal E-Government pattern to be implemented in the Abepura District is the G2C (Government to Citizen) Pattern.

2) The factors that influence the implementation of the E-Government model and pattern in the Abepura District consist of Supporting and Inhibiting Factors. The supporting factors include the commitment of the head of the district, district facilities and location of the district. While the inhibiting factors are Human Resources, Budgeting, Community Response, Unofficial Domain.

SUGGESTION

Some suggestions that can be submitted are as follows.

1. In supporting the implementation of e-government-based services, the district government needs to redesign models and patterns that are suitable or in accordance with the demands of the basic needs of community services. Therefore it is necessary to evaluate the utilization of online services as a whole.

2. The Abepura District Government needs to review the use of domains that are not official government domains (go.id). This is intended to prevent outsiders from using data on government data. So the researchers suggest using the government's official domain, namely go.id, by coordinating with the Jayapura City Communication and Information service.

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