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Enhance Successful Identification of E-Government Management in Realizing Good Government Governance in the Government of the City Of Binjai

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Abstract

This study aims to determine whether the variable identification of the success of E-Government affects Good Government Governance. This study uses the SEM-Partial Least Square (PLS) approach. PLS is a component-based or variant-based Structural Equation Modeling (SEM) equation model. Hypothesis testing is carried out using the Bootstrap resampling method with a minimum number of bootstrap as many as 117 and the number of cases must be the same as the number of observations in the original sample. The results of this study prove that the identification of the success of E-Government affects Good Government Governance. The conclusion is that ten factors are accepted as critical success factors of E-Government namely Vision, Mission and Goals, strategy, security, collaboration, infrastructure, leadership support, organizational culture, finance,Community Participation, Upholding the Rule of Law, Caring for the Community, Transparency, Responsibility, fair, Effectiveness and Efficiency and Accountability.

Keywords
Identification of the Success of E-Government; Good Government Governance and SEM-PLS

I. Introduction

The reality that is currently happening in Indonesia shows that the implementation of several laws in local governments at this time cannot be used as the main reference in realizing Good Government Governance, especially in the field of Budget Management.D. Sari, 2012). The Impact of the Regional Autonomy Law no. 22 of 1999 in his journey in Indonesia continued to experience significant developments. This can be seen from several things such as the readiness of the local government which is not yet adequate in managing its budget, especially those related to technology systems (DAD, Nst, 2019). Furthermore, based on Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government requires a local government in Indonesia to adapt to the policy. E-Government itself in its implications for local governments will not be separated from the implementation of E-Musrembang and E-Bugging. E-Musrembang and E-Bugging are some indicators of assessment indicators of a local government's success in implementing e-Government. Furthermore, the design of electronic-based budget system software applications such as e-musrembang and e-Budgeting is also part of e-Government in accordance with government regulations with the aim of assisting and facilitating data management of the Guidelines for Preparation of Work Plans and Budgets for Regional Work Units (RKA). -SKPD).

Binjai City in 2016 has inaugurated the application*E-Government* based on a smart phone with the application name BSC (Binjai Smart City) with the aim of making it easier for the public to get better public services with various applications such as e-musrembang, e-licensing, e-budeting, e-community and e-doctors. Until now, the impact of utilizing e-Government applications for several applications such as E-Musrembang and E-Bugging which will indirectly have an impact on Audit Opinions generated by local governments (Cui, 2004). The following are the results of audit opinions from 2014 to 2019 at the Binjai city government.

Table 1. Development of Binjai City Government Audit Opinion from 2014 to 2019

No	Year	Audit Opinion	Information
1	2014	Unqualified	Before E-Government
2	2015	Fair With Exception	Before E-Government
3	2016	Unqualified	After E-Government
4	2017	Unqualified	After E-Government
5	2018	Unqualified	After E-Government
6	2019	Unqualified	After E-Government

Source: Supreme Audit Agency of the Republic of Indonesia, 2019

Based on the information in the table above, it can be seen that the development of the results of the audit opinion at the Binjai City government is good even though in 2015 there was a decrease in the audit opinion results, which means that the Binjai City Government has moved towards Good Government Governance. However, as a consequence, the local government of Binjai City needs to pay attention to what indicators are weaknesses and what indicators need to be improved to realize Binjai as a Smart City city in accordance with the Vision and Mission of the Binjai City Government since 2016.This research generally has the aim of identifying the success of E-Government on the factors of Vision, Mission and Objectives, strategy, security, collaboration, infrastructure, leadership support, organizational culture, finance, regulations and reward systems in improving *Good Government Governance* on the aspects of the assessment of the variables of Community Participation, Upholding of the Rule of Law, Caring for the Community, Transparency, Responsibility, Consensus Oriented, Fairness, Effectiveness and Efficiency, Accountability.

II. Review of Literature

2.1. E-Government

In the world bank in e-Government is the use of information technology by government agencies such as Wide Area Networks, the internet, and mobile computing that changes the pattern of relationships between government, society, and business (SJ Woro, 2015). This technology can provide services with various purposes, provide better government services to the community, improve interactions and relationships with business and industry, empower communities through access to information, or make government management more efficient.AA Abdullah, 2014). The benefits obtained by implementing e-government can reduce corruption, increase transparency, provide convenience for the community, increase income, and reduce costs. The application of e-government aims to make the interaction between government and society, government and business, and government and government more friendly, easy, transparent, and

inexpensive.DAD, Nst, 2019). According to Karyono and Agustina (2019) E-Government is a transformation which has the best solution in solving bureaucratic problems through the use of technology and information in realizing a more accountable performance of an organization (Kareem and Haseeni 2015);

(Desta and Yoon 2017). Furthermore, according to the Roadmap For E-Government In The Developing World, e-Government is defined as the use of Information and Communication Technology that makes government more effective and efficient, provides wider access to information to the public, and makes the government more accountable to the public (M. Legenkova, 2016). This service can be done by internet, telephone, community centers with self-service or facilitated by others, wireless devices or e-government communication systems is a long process and cannot be done quickly, it also requires large costs and risks. that must be faced. Next, another understanding of e-government is the use of information technology, especially the internet to improve services provided by the government to the public, business and other government agencies and E-Government allows citizens to interact and receive services/services from federal, state or local governments. twenty-four hours a day, and seven days a week (RAT Rahman, 2018).

Based on the definitions above, it can be concluded that e-government is the use of Information and Communication Technology by the government to provide services to the community, business and fellow governments so that the services provided become more effective and efficient.Several researchers have conducted research on the determinants of the successful implementation of e-Government. Torki Altameem, Mohammad Zairi and Sarmad Alshawi (2006) in their paper show the critical success factors of various initiatives around the world that influence the success and failure of e-Government implementation. They identify and review various e-Government implementation frameworks and highlight the factors that have the potential to influence the success of a comprehensive e-Government implementation. These factors are grouped into three groups, namely governance factors, technical factors and organizational factors. The governance factor group consists of six factors, the technical factor consists of seven factors and the organizational factor consists of eleven factors. The total success factors for implementing e-Government based on their literature studies from various countries are twenty-four factors (AA Abdullah, 2014). In another study, Luiz Anotonio Joia (2005) conducted a research on e-Government with a case study of financial institutions in Brazil. From the literature study and interview analysis, it was concluded that there were three critical success factors for e-Government, namely security, organizational culture and training (D. Martani, 2014). Helaiel Almutairi (2010) conducted research during the e-Government project in Kuwait (2002-2007) with 2000 (two thousand) respondents from eighteen ministries and from employees who use information systems in the ministry. The study concluded that there were two groups of critical success factors for e-Government, namely personal factors consisting of two factors and organizational factors consisting of two factors (SJ Woro, 2016). Huong Ha examined the success factors of e-Government in Singapore and concluded four groups of factors, namely 1. managerial which consists of four factors, 2. technical which consists of two factors, 3. financial which consists of one factor and 4. human behavior which consists of two factors. consists of two factors (M. Legenkova, 2016).

Based on the results of research related to the critical success factors of e-Government in four articles, thirty-one factors were identified. twenty-two factors arise once, nine factors arise twice and three factors arise three times. This study will examine eleven factors that appear twice with the consideration that the factors that appear more in

the four articles indicate that these factors are seen as more important factors than others, although that does not mean other factors are not determinants of success. The 11 (eleven) factors are Security, Organizational Culture, Training, VMT (Vision, Mission and Goals), Strategy, Pumpin Support, Infrastructure, Finance, Collaboration, Regulation and Reward System (Sirat, B. I, 2013).

2.2. Good Government Governance

In [11]states that good governance is an implementation of responsible development management in line with democratic principles which aims to avoid mis-allocation of investment funds, and prevent corruption both politically and administratively. Good governance carries out budgetary discipline and creates legal and political frameworks for the growth of business activities.

Good governance based on a concept that refers to the process of achieving decisions and their implementation can be accounted for together. As a consensus reached by the government, citizens, and the private sector for the administration of government in a country[12]. According to an article issued by the Yogyakarta Provincial DPPKA, good government is an agreement concerning state regulation that was created jointly by the government, civil society, and the private sector.

Based on the understanding of good governance and good government, good government governance is the implementation of responsible development management in line with democratic principles, avoidance of misallocation of investment funds, and prevention of corruption by using a set of state rules that were created jointly by the state government and the interests of the community. [13].

In the application of Good Government Governance, it is necessary to pay attention to the basic principles that have become guidelines in the administration of local government. In general, the basic principles of good government governance according to the Organization for Economic Cooperation and Development state that there are 4 main things that become the basic principles of Good Government Governance, namely justice, transparency, accountability, and responsibility.[14]. However, if it is deepened, then the Principles of Good Government Governance have 9 principles[15], among others:

(a)Society participation. Community participation is the involvement of the community in decision-making either directly or indirectly through an institution in order to channel their aspirations. The participation is built on the freedom of association and speech as well as actively participating in these activities. When associated with APBD planning, community participation in conveying aspirations is very necessary in planning development that will be carried out in order to improve the economy of a region.

(b)The Upholding of the Rule of Law. Indonesia is a law-based country, where there are lots of rules passed by the government in carrying out good governance. These regulations are regulated by the government in order to run a government that willwill be the controller of all activities carried out by the government. Therefore, in running the Government, it is required to follow the applicable rules. In Financial Management, Regional Governments are required to implement all the rules that have been ratified by the central government to run good governance and avoid anything that is detrimental to the state.

(c) Concern for the Community. Caring for the community iseverything planned by a government agency must be able to serve all interested parties, especially the community. In planning development in an area, the government must know what the community needs and what facilities are needed by the community because it is the community who will later use these facilities.

(d) Transparency. Transparency is Increase the transparency of local government performance in a regular and timely manner as well as correct and reliable.Transparency here means that members communities have equal rights and access to knowledge of the budget process. This is related to the aspirations and desires of the community, especially in meeting the needs of people's lives.

(e) Responsibility. Responsibility is The government is responsible for complying with applicable laws and regulations, including being responsive to the interests of the community. Responsibility or responsibleis a form of the obligation of a person to be responsible for the management and control of resources and the implementation of policies entrusted to him in the context of achieving the goals that have been set.

(f) Consensus Oriented.Good governance must be able to bridge the different interests of society in order to build an overall consensus on what is best for society. The development carried out by the government must be oriented to the interests of the community.

(g) Fair.Justice or fairness is protecting all the interests of the community from manipulations and transactions that are contrary to applicable regulations.Equality is the balance of the distribution of authority and its funding and the balance of the distribution of rights and obligations based on objective considerations.

(h) Effectiveness and Efficiency. Government processes and institutions must be able to produce results that are in accordance with the needs of citizens in accordance with the interests of the community and use existing resources as optimally as possible. The management of public resources must be carried out in an efficient (efficient) and effective (effective) manner.

(i) Accountability. The principle of accountability will create an effective monitoring system based on the distribution and balance of power. Accountability is the principle of public accountability which means that the budgeting process starting from planning, preparation and implementation must actually be reported and accounted for to the DPRD and the community.

2.3 Conceptual Framework

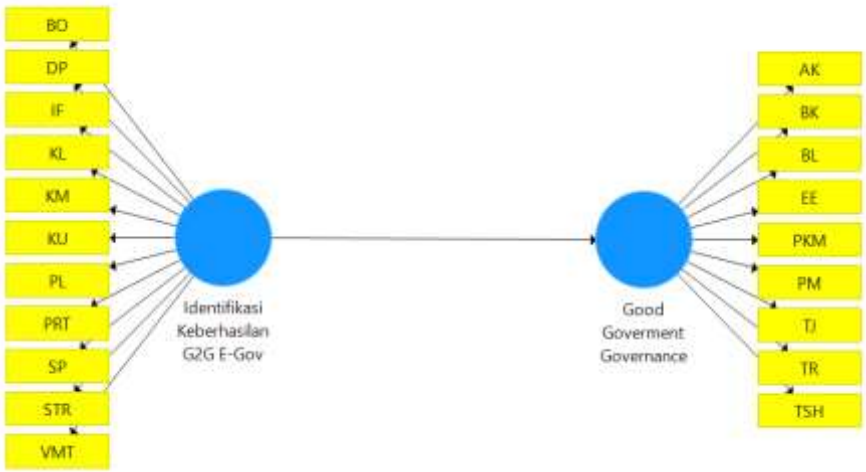


Figure 1. *SEM-PLS . Concept Framework*

III. Research Methods

This research was carried out in SKPDs that have PPK-SKPD and SKPD Expenditure Treasurers in the Binjai City Government, totaling 39 offices and offices where each service was taken 3 people, namely the Budget User Proxy, General and Personnel Sub-Section, Finance and Program Sub-Section in order to obtain a sample of 117 respondents. This research was conducted from March 2021 to July 2021. The data analysis technique used was Structural Equation Modeling-PLS (SEM-PLS) analysis. Overall tabulation and data management using SMART-PLS software.

Table 1. Operational Limits and Variable Indicators

Variable	Operational Definition	Indicator	Measuring Scale
Identification of e-Government success	Use of information technology (such as *Wide Area Networks, the Internet,* and *mobile computing*) by government institutions that have the ability to establish relationships/communication with citizens, businesses and between various government institutions aimed at building interactions between government and society (G2C), government and business companies (G2B), and more friendly inter-institutional relations (G2G). , convenient, transparent, and cheap	1. Security 2. Organizational culture 3. Training 4. Vision and goals 5. Strategic planning 6. Leadership support 7. Infrastructure 8. Finance 9. Collaboration 10. Regulation 11. Reward system.	Likert scale
Good Governance	An implementation of responsible development management in line with democratic principles, avoiding misallocation of investment funds, and preventing corruption by using a set of state rules that were created jointly by the state government and the interests of the community.	1. Society participation 2. The Upholding of the Rule of Law 3. Caring for the Community 4. Transparency 5. Responsibility 6. Consensus Oriented 7. fair 8. Effectiveness and Efficiency 9. Accountability	Likert scale

3.1 Hypothesis Test

Hypothesis testing (and) was carried out using the Bootstrap resampling method with a minimum number of bootstrap as many as 217 and the number of cases must be the same as the number of observations in the original sample. The hypothesis used is as follows.

1. The statistical hypotheses for the inner model are:
   H0 : i = 0 (the i-th exogenous variable is not significant)
   H1 : i 0 (i-significant exogenous variable)
2. While the hypotheses for the outer model are:
   H0 : i = 0(the i-th indicator is not significant)
   H1 : i 0 (i-significant indicator) Testing with t-test statistics as follows:

$$t = \frac{\hat{\gamma}}{SE(\hat{\gamma})} \text{ atau } t = \frac{\hat{\lambda}}{SE(\hat{\lambda})}$$

If the t statistic is greater than the critical value of z in the 2-tailed, including 1.65 (at the 10% significance level), 1.96 (at the 5% significance level), and 2.58 (at the 1% significance level), it can be concluded that the path coefficient is significant and vice versa.

3.2 Structural Model

Structural equation model is a model of the relationship between latent variables with the following equation:

= + +

1. Measurement model for y

= +

Endogenous Latent Variables η1:

Y1 = 1.1 η1+ε1 Y4 = 4.1 η1+ε4 Y7 = 7.1 η1+ε7
Y2 = 2.1 η1+ε2 Y5 = 5.1 η1+ε5 Y8 = 8.1 η1+ε8
Y3 = 3.1 η1+ε3 Y6 = 6.1 η1+ε6 Y9 = 9.1 η1+ε9

2. Measurement model for x

X =+

Exogenous Latent Variables ξ1

X1 = 1.1 ξ1+δ1 X5 = 5.1 ξ1+δ5 X9 = 9.1 ξ1+δ9 X2 = 2.1 ξ1+δ2
X6 = 6.1 ξ1+δ6 X10 = 10.1 ξ1+δ10X3 = 3.1ξ1+δ3 X7 = 7.1 ξ1+δ7 X11 = 11.1 ξ1+δ11
X4 = 4.1 ξ1+δ4 X8 = 8.1 ξ1+δ8

With assumption:

1. ζnot correlated withξ
2. εnot correlated withη
3. δnot correlated withξ
4. ,andδnot mutually correlated (mutually uncorrelated)

IV. Results and Discussion

4.1 Characteristics of Respondents by Gender

Characteristics Samosir tourism visitors by gender can be seen in the following Table 2 explanation:

Table 2. Respondents by Gender

No	Gender	Number of Respondents	Proportion (%)
1	Man	65	55.56%
2	Woman	52	44.44%
	Amount	**117**	**100**

Source: primary data processed, 2020

From Table 2 it can be seen that the respondents in this study based on the female gender were 52 people or 44.44%, while the number of male employees was 65 people or 55.56%. These data indicate that the majority of employees in the SKPD environment are male.

4.2 Characteristics of Respondents Based on Education

The majors of respondents who work in Samosir can also be seen in the explanation of Table 3 below:

Table 3. Proportion of Respondents by Major

No	Gender	Number of Respondents	Proportion (%)
1	senior High School	0	0.00%
2	Diploma	10	8.55%
3	Bachelor	72	61.54%
4	Postgraduate	35	29.91%
	Amount	**217**	**217**

Source: primary data processed, 2020

From Table 3, it can be seen that the respondents in this study based on high school education were 0 people or 0%, Diploma education was 10 people or 8.55%, Undergraduate education was 72 people or 61.54%, while postgraduate education was 35 people or 29.91%. These data indicate that the majority of employees in the SKPD have a bachelor's degree.

4.3 Research result Assessing the Outer Model or Measurement Model

There are three criteria in using data analysis techniques with SmartPLS to assess *outer model* namely Convergent Validity, Discriminant Validity and Composite Reliability. Convergent validity of the measurement model with reflexive indicators is assessed based on the correlation between item scores/component scores estimated with PLS software. Individual reflexive measures are said to be high if they correlate more than 0.70 with the construct being measured. However, according to Chin, 1998 for research in the early stages of developing a measurement scale for the loading value of 0.5 to 0.6 is considered sufficient. In this study, a loading factor limit of 0.60 will be used.

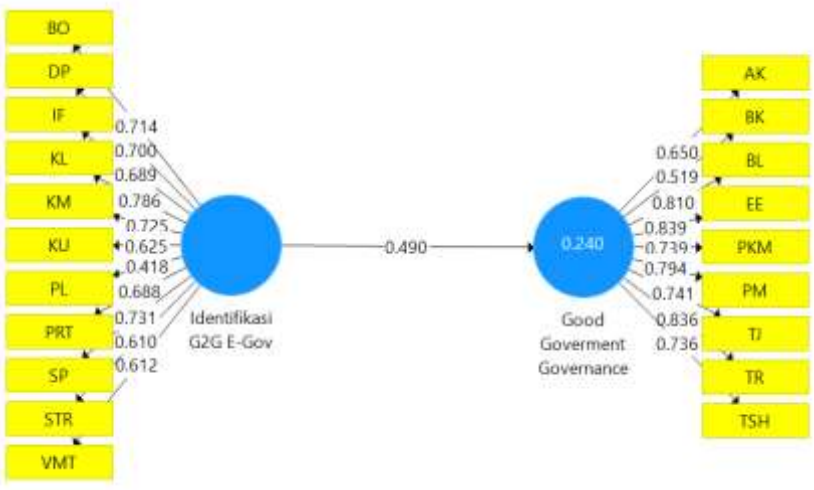


Figure 2. *G2G E-Gov. Individual reflexive measures are said to be high*

Table 4. Outer Loadings (Measurement Model)

Variable	Indicator		AVE
Good Governance	Society participation	PM	0.794
	The Upholding of the Rule of Law	TSH	0.736
	Caring for the Community	PKM	0.739
	Transparency	TR	0.836
	Responsibility	TJ	0.741
	Consensus Oriented	BK	0.519
	fair	BL	0.810
	Effectiveness and Efficiency	EE	0.839
	Accountability	AK	0.650
Identification of E-Government Success*ernment*	Organizational culture	BO	0.714
	Leadership Support	DP	0.700
	Infrastructure	IF	0.689
	Collaboration	KL	0.786
	Security	KM	0.725
	Finance	MY	0.625
	Training	PL	0.418
	Regulation	domestic worker	0.688
	Reward System	SP	0.731
	Strategy	STR	0.610
	Vision, Mission & Goals	VMT	0.612

The results of processing using SmartPLS can be seen in Table 4. The value of the outer model or the correlation between the construct and the variable has met convergent validity because the indicator has a loading factor value above 0.60 so it is feasible to continue in the next analysis. However, there are 2 indicators that do not meet the criteria, namely the Consensus Oriented (BK) indicator on the variableGood Government Governance and Training (PL) indicators on the E-Government Success Identification variable must be excluded from the SEM-PLS model. Here are the resultsthe value of the loading factor after the reduction of the invalid indicator.

Table 5. Outer Loadings (Measurement Model)

Variable	**Indicator**		**AVE**
Good Governance	Society participation	PM	0.805
	The Upholding of the Rule of Law	TSH	0.747
	Caring for the Community	PKM	0.750
	Transparency	TR	0.838
	Responsibility	TJ	0.730

	fair	BL	0.804
	Effectiveness and Efficiency	EE	0.837
	Accountability	AK	0.642
Identification of Success *e-Government*	Organizational culture	BO	0.722
	Leadership Support	DP	0.724
	Infrastructure	IF	0.696
	Collaboration	KL	0.789
	Security	KM	0.751
	Finance	MY	0.653
	Regulation	domestic worker	0.695
	Reward System	SP	0.748
	Strategy	STR	0.698
	Vision, Mission & Goals	VMT	0.607

The value of the outer model or the correlation between the construct and the variable has met convergent validity because the indicator has a loading factor value above 0.60 so it is feasible to continue in the next analysis.

4.4 Discriminant Validity

Discriminant validity This is done to ensure that each concept of each latent variable is different from other variables. The model has good discriminant validity if each loading value of each indicator of a latent variable has the largest loading value with other loading values on other latent variables.

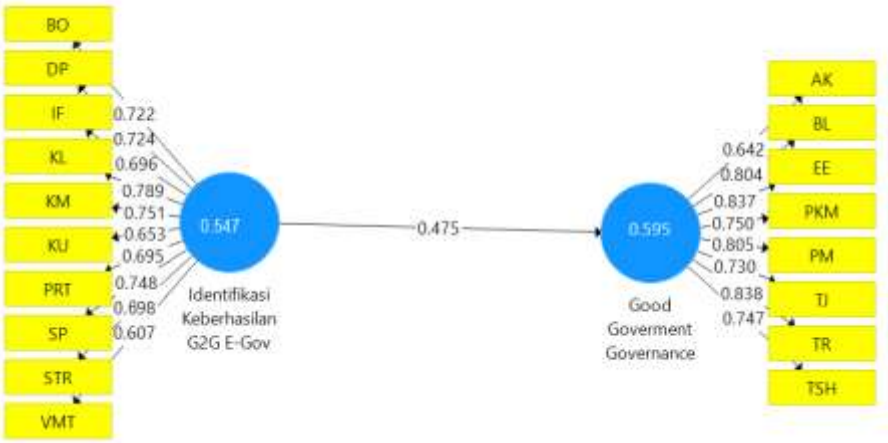


Figure 3. *G2G E-Gov models*

4.5 Evaluating Reliability and Average Variance Extracted (AVE)

The validity and reliability criteria can also be seen from the reliability value of a construct and the Average Variance Extracted (AVE) value of each construct. The construct is said to have high reliability if the value is 0.70 and the AVE is above 0.50. Table 4.6 will present Composite Reliability and AVE values for all variables.

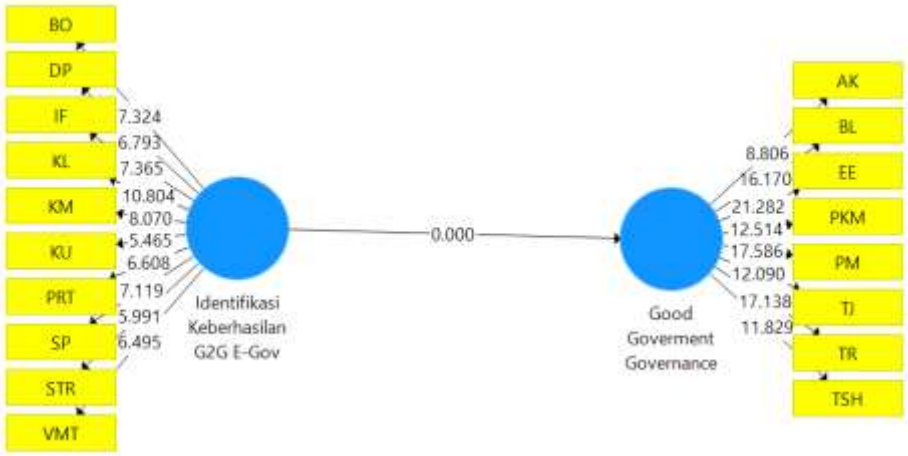
Table 6. Composite Reliability and Average Variance Extracted

	Cronbach...	rho_A	Composi...	Average ...
Good Go...	0.902	0.906	0.921	0.595
Identifika...	0.898	0.900	0.905	0.547

Based on table 6, it can be concluded that all constructs meet the reliable criteria. This is indicated by the composite reliability value above 0.70 and the AVE above 0.50 as recommended criteria.

4.6 Hypothesis Test

Testing of the inner model or structural model is carried out to see the relationship between the construct, significance value and R-square of the research model. The structural model was evaluated using R-square for the dependent construct of the t-test and the significance of the coefficients of the structural path parameters.



R Square

Matrix	R Square	R Square Adjusted
	R Square	R Square ...
Good Goverment Governance	0.226	0.219

Figure 4. *The structural model was evaluated using R-square for the dependent construct*

The picture above shows the obtained R-square value of 0.226 or 22.6%. These results indicate that 22.6% of the variable Good Government Governance can be influenced by the variable Identification of the success of E-Government. The following are the results of hypothesis testing with bootstrapping testing.

Table 7. Test results Bootstrapping

	Original ...	Sample ...	Standard ...	T Statistic...	P Values
Identifikasi Keberhasilan G2G E-Gov -> Good Goverment Governance	0.475	0.492	0.049	9.688	0.000

From table, ths 7 e value of t count is 9,688 is greater thant table of 1,977 with a probability t of sig 0.000 which is smaller than the limit of significance of 0.05. This means that the identification of the success of E-Government variables has a significant

effect on Good Government Governance in the city of Binjai. Thus the identification factor for the success of E-Government has a contribution to Good Governance in the Regional Government of Binjai City.

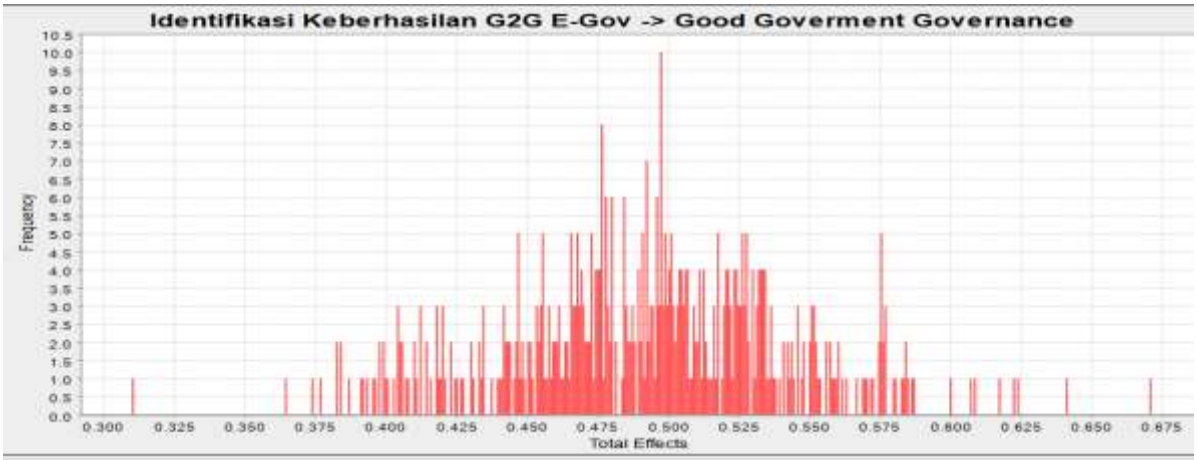


Figure 5. *Spread Of The Data Influence Identification Of The Success Of E-Government On Good Government Governance*

The graph above shows the spread of the data influence Identification of the success of E-Government on Good Government Governance which seems to be in the middle and has a random distribution. This shows that the identification of the success of E-Government affects Good Government Governance.

4.7 Discussion

The test results provide empirical evidence that Identification of the success of E-Government affecting Good Government Governancewhere it proves the hypothesis is accepted. It meansbetter *E-Government* then it will increase*Good Governance*.This study examines eleven determinants of the identification of the success of E-Government and nine factors in realizing Good Government Governance. The eleven determinants of the identification of the success of E-Government are factors that are accepted in the first stage of research plus new factors that appear in open questions in stage one research and interviews in stage two research, namely Vision, Mission and Goals, strategy, training, security, collaboration. , infrastructure, leadership support, organizational culture, finance, regulations, reward systems and sanctions systems. The results of the third stage of quantitative testing are that eleven factors are accepted as critical success factors of E-Government, namely Vision, Mission and Goals, strategy, security, collaboration, infrastructure, leadership support, organizational culture, finance, regulations and reward systems. While one factor, namely the training was responded to in a neutral manner by the respondents or the quantity between those who agreed and those who disagreed was the same so that it was not valid in the factor. Nine factors of Good Government Governance consisting ofCommunity Participation, Upholding the Rule of Law, Caring for the Community, Transparency, Responsibility, fair, Effectiveness and Efficiency and Accountability. Furthermore, based on this, it can be stated that this study supports previous research which states that there are 17 (seventeen) critical success factors*E-Government (*Sudarsono, B.G, 2018). However, this research has not discussed in depth about thesuccess *E-Government*such as from website service providers, information services and server capacity (Sitokdana, M.N, 2015).

V. Conclusion

The conclusions obtained from this study are that the success of E-Government can be identified which consists of: Vision, Mission and Objectives, strategy, security, collaboration, infrastructure, leadership support, organizational culture, finance, regulations and reward systems can influence the realization of Good Government Governance which is assessed from Community Participation, Upholding the Rule of Law, Caring for the Community, Transparency, Responsibility, fair, Effectiveness and Efficiency and Accountability.

The main purpose of this study is to present recommendations that help e-government users in realizing Good Government Governance so that recommendations can be made:

1. Do the planning beforehand by determining the strengths, weaknesses, opportunities and threats in the form of a SWOT analysis so that later it can produce an appropriate strategy in implementing the system E-Government to make Good Governance.
2. Implementation Team and Users E-Government understand the purpose of implementation E-Government in realizing Good Government Governance in the form of Focus Group Discussions (FGD) by inviting various related parties such as successful Governments, practitioners, budget power users, academics and other parties deemed relevant.
3. Need to improve the quality of supporting facilities E-Government adequate capacity such as server capacity and computer equipment as needed.
4. There is still a need for continuous education in maximizing E-Government to external parties such as the community and industry so that later the E-Government system that has been created will be maximized.

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