

Increasing Local Government E-Government Innovation In Achieve Good Government

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Abstract

In order to support government programs to compete and have regional innovations as a form of creativity and ability of local governments in Indonesia to create innovations that can improve social welfare. Innovative areas are the implementation of local economic development based on local wisdom and capabilities that are based on regional resources. E-government aims to achieve good government through the use of technology, changes in the government system and community participation. The success of e-government innovation is HR, leadership and community participation. Collaboration and e-literacy are strategies in e-government. Collaboration is cooperation in alleviating financial problems. E-literacy is the ability of human resources in understanding learning media that aims to increase community participation. The purpose of this research is to know and understand the improvement of e-government innovation in achieving good government in local government. The method used is literature study. The results of the study are the low regional innovation so that it has an impact on the implementation of e-government. With the existence of e-government innovation, it is hoped that it can be applied in local governments for Indonesia which is advanced and rich in regional innovation and the achievement of good government.

Keywords

Innovation; e-government; local government; good government



I. Introduction

The implementation of e-government is regulated in accordance with Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for the Development of E-government. The Presidential Instruction aims to achieve efficient and effective governance, community participation, transparency and accountability. According to Maulana (2019:409-410) the successor government system is between the government and the government, the government and staff and the government and the community.

In fact, the growth of electronic-based government in Indonesia has not seen a significant increase in accordance with the e-government development global index (EDGI). This is marked in 2018 which only increased by 0.1. According to Ordiyasa (2015: 59) this is due to the government's lack of attention in the growth of an electronic-based government system. In Indonesia, there are 4 (four) local governments or 0.7% that develop e-government (Yunita & Aprianto, 2018: 334-335).

Development is a systematic and continuous effort made to realize something that is aspired. Development is a change towards improvement. Changes towards improvement require the mobilization of all human resources and reason to realize what is aspired. In addition, development is also very dependent on the availability of natural resource wealth.

The availability of natural resources is one of the keys to economic growth in an area. (Shah, M. et al. 2020)

With innovation, it is hoped that there will be improvements and renewals. In accordance with PP Number 38 of 2017 concerning Regional Innovation to motivate local governments so that they can innovate in the implementation of government.

Realizing local government innovation requires human resources, community involvement, leadership, infrastructure, private sector and data processing. Aspects that can affect the improvement of e-government are HR, public, leadership, private, program activists, data management, bureaucratic reform (Muflihah & Susanto, 2017: 306-308).

E-literacy and collaboration is a success in innovating the development of electronic-based government. Collaboration is a procedure, while e-literacy is the result of a procedure. Collaboration to overcome limited financial problems, equipment and human resources. According to Tomaszewicz, (2015: 51), E-literacy is for improving technology, human resources, and the public.

Based on PP Number 38 of 2017 concerning Regional Innovation to increase regional government achievements, community participation, and regional competitions. The purpose of this research is to know and understand the improvement of e-government innovation in local government in achieving good government.

1.1 Research Method

The research method used is a literature review (library study), namely books and journals. According to Ramdhani (2014: 50-53) in the literature review method, researchers create definitions, literature, describe, and synthesize data. Literature study is expected to be a reference in increasing local government e-government innovation.

II. Review of Literature

Implementation of Presidential Instruction No. 3 of 2003 concerning e-government, namely changes to the government system in achieving good government, transparent, responsible, and democratic.

The change aims to enable the community to actively participate in government affairs. With the development of ICT, the public can access and utilize information quickly and accurately (Widodo, 2019: 160).

The implementation of electronic-based government in Indonesia has not been maximized, so there is a difference between the goals and results of e-government (Sari & Isnaeni, 2019: 86). This is because the government implements e-government only in general (Sulistiyani & Susanto, 2018: 40-41).

Innovation according to Suryana (2014:11), is defined as the ability to find creative solutions to problems for the welfare of society. So in conclusion, innovation is making something new. According to Luecke (2003:2), Innovation is a process to realize knowledge/ideas in order to get new value from a product, process, or service.

Public sector innovation tends to provide services to the community, therefore the government as a bureaucrat in providing services must certainly be able to provide the best possible service so that people feel satisfied.

The government has emphasized PP Number 38 of 2017 concerning regional innovation. This shows that innovation is an update in the administration of regional government affairs, this gives local officials the flexibility to carry out various innovations.

Regional innovations such as:

- a. local government governance innovation;
- b. public service innovation; and/or
- c. Other regional innovations are in accordance with local government affairs.

Local government innovations are collaboration and e-literacy. Collaboration is participation between institutions to achieve the target (Sabaruddin, 2015: 25). Local government collaboration aims to provide quality public services to the wider community so that welfare can be realized (Dwiyanto, 2015: 305).

The concept of e-literacy is related to the quality of human resources, namely the government, the private sector, and the community. According to Secker & Coonan (2013: 28) the core of e-literacy planning is in accordance with the education and competence of human resources.

Maulana (2019:411) aspects that can hinder the implementation of local government e-government are low financial planning systems, quality of human resources, organizational systems, equipment, weak programs.

The low quality of human resources is due to the lack of leadership education and not being able to solve problems and low e-literacy skills. The quality of human resources affects innovation, as well as the ability of creative leaders (Yudha & Susanto, 2019: 5). In conclusion, the main factor inhibiting e-government innovation is human resources.

The government establishes an electronic-based government performance improvement policy in accordance with PP Number 38 of 2017 concerning Regional Innovation. Collaboration is carried out between agencies for financial alleviation and facilities/infrastructure as well as conducting comparative studies with governments that have implemented e-government first. Education and training is needed to overcome the barriers to low e-literacy. Financial statements are basically a source of information for investors as one of the basic considerations in making capital market investment decisions and also as a means of management responsibility for the resources entrusted to them (Prayoga and Afrizal 2021) . Financial performance is a measuring instrument to know the process of implementing the company's financial resources. It sees how much management of the company succeeds, and provides benefits to the community. Sharia banking is contained in the Law of the Republic of Indonesia No.21 of 2008 article 5, in which the Financial Services Authority is assigned to supervise and supervise banks. (Ichsan, R. et al. 2021)

Falih Suaedi, Bintoro Wardianto (2010:54), e-government is an effort to use ICT to improve efficiency and effectiveness, transparency and accountability of the government in providing better public services. Whereas Samudra Wibawa (2009:114), defines e-government as a public service held through a government website where the domain used also shows the Indonesian government domain, namely (go.id).

The benefits of e-government include:

- a. Improving the quality of government services to its stakeholders (community, business, and industry).
- b. Increase transparency, supervision, and accountability of government administration in the implementation of Good Corporate Governance;
- c. Significantly reduce total administrative costs for daily activities;
- d. Obtain new sources of income through interaction with interested parties;
- e. Creating a new society in responding to the problems faced in line with various global changes; as well as
- f. Empowering the community and other parties as government partners in the process of making public policies equitably and democratically.

According to Law Number 23 of 2014 concerning Regional Government, the regional government is the regional head as an element of the regional administration that leads the implementation of government affairs which are the authority of the autonomous region.

According to the 1945 Constitution, regional governments are autonomous regions that can carry out government affairs to the fullest extent and have the right to regulate government authorities, except for government affairs which are determined by law as affairs of the central government.

According to The Liang Gie, Regional Governments are government organizational units that are authorized to organize all the local interests of a group that inhabits an area led by the head of the regional government.

Mardiasmo (2004:23) governance as: "The way state power is used in managing economic and social resources for the development of society".

According to Zulkarnain (2002:21) good governance namely the cooperation of government and society to achieve the goal of a clean and democratic government. The crisis was caused by the many irregularities and abuse of power that had damaged the foundations of state administration and various aspects of national life. To find out the idea and practice of good governance, the core of good governance is the art of government based on the rule of law with elements of transparency, accountability, fairness, and responsibility.

According to Dwi Payana (2003:47) good governance namely as "good governance". There are also those who interpret it as "good governance" and "good governance system". Furthermore, the term "governance" as the process of implementing state power in implementing public good and services. While the meaning of "good" in "good governance" contains two meanings, first, values that uphold the wishes/will of the people, and values that can increase the people's ability to achieve (national) goals of independence, development, sustainability and social justice. Second, the functional aspects of an effective and efficient government in carrying out its duties to achieve these goals.

The important pillars of good governance are:

1. People's welfare,
2. The decision-making process,
3. Management of policy implementation.

Stakeholders (stakeholders) include:

1. The government plays a role in creating a conducive political and legal climate,
2. The private sector plays a role in creating jobs and income as well as a driver in the economic sector,
3. The community plays a role in encouraging social, economic, political interaction, and community participation.

III. Result and Discussion

3.1 e-Government Innovation

Innovation is the government's creative idea to carry out renewal, evaluation, formulation and implementation of programs to improve government performance and meet the aspirations of the people.

The Indonesian government through Kemenpan/RB carry out competition between one agency and another. This aims to motivate increased government innovation. In Figure

1 2019, competition is held between government agencies in providing services to the community and producing 99 innovations. This competition aims to change and renew public services.

Figure 1 shows the results of different levels of innovation in providing services to the community. According to Kemenpan/RB the top 99 in 2019, the first place was occupied by Central Java. There are regions that are low in providing public service innovations due to the lack of human resource capabilities in implementing regional innovations. The Surabaya City Government and Banyuwangi Regency Governments are examples of successful local governments in implementing e-government.

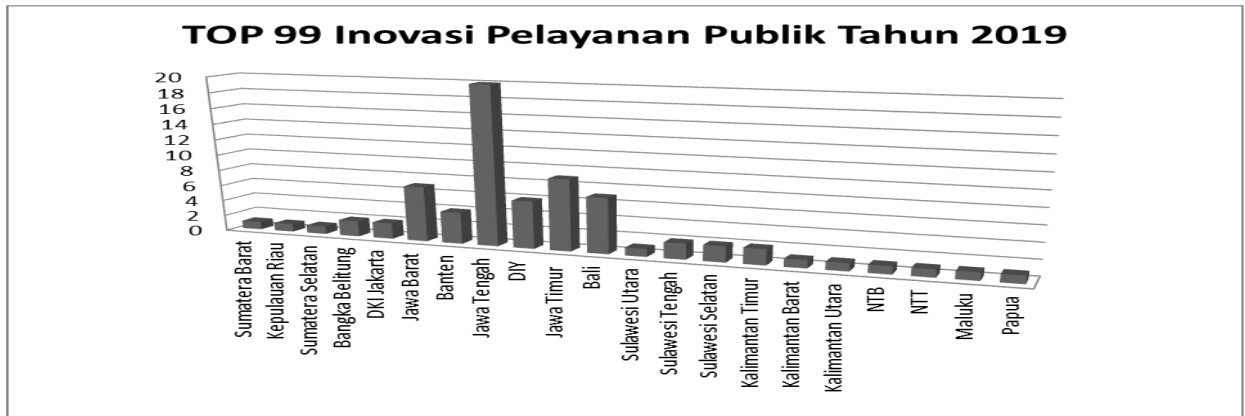


Figure 1. Public Service Innovations in 2019

Improved innovation of the Surabaya City Government, namely e-wadul and began to be developed in 2016, used to convey suggestions and criticisms from the public regarding public facilities. Dimensions in carrying out website quality assessments, including accuracy, stability, timeliness, completeness, honesty, availability, suitability, trustworthiness, and effectiveness have not been able to improve web-based public services. Local governments that have not implemented e-government are Ternate City Government and Maluku District.

3.2 E-government Improvement Constraints

Local governments that have implemented improvements to their government methods are Ternate and Buru because they have not been maximized in public services.

The obstacles to increasing e-government reform are the lack of equipment, systems, human resources, leadership, and public participation. Then the obstacles in encouraging e-government are stakeholders, equipment, information systems, private, human resources, and the public.

Obstacles in improving e-government are weak leadership, systems, human resources, and lack of mastery of the digital world.

3.3 Stages of e-Government Innovation Development

Increasing local government e-government reform, namely collaboration between the government and the public/private sector. E-literacy innovation is needed to increase public participation through facilities and infrastructure so that they can get news thoroughly and freely.

Nurdin (2012:10), E-literacy aims to get the community to participate in local government programs. E-literacy is the use of digital technology, used to create, implement, and evaluate information. E-literacy is the skill of using computers to gain

knowledge. Osterman (2012:137) the ability to know that media is used to obtain information, assess and practice new knowledge.

The local government's steps to achieve an electronic-based government are in accordance with Presidential Instruction No. 3 of 2003, namely government that is responsible, open, in accordance with the objectives, on time and with public contributions. The stages of innovation development are carried out through collaboration and e-literacy.

Collaboration between the local government and the private sector in limited financial facilities and infrastructure in remote areas. Public-private collaboration to obtain benefits and minimize risks between the two parties, namely public-private partnerships.

Collaboration is carried out by the government and the private sector, government and government. The increase in human resources for e-literacy is carried out in collaboration between governments by means of training carried out by Pempus, for example Bappenas. Innovations implemented by local governments can be successful by means of comparative studies.

Pincreasing e-literacy in society, namely socialization. Effective socialization affects the success of the community. To improve e-literacy is to know the condition of regional policies in an area. E-literacy counseling can be carried out by means of RT, religious, custom/culture.

In e-literacy counseling, the government facilitates the public to be able to express their thoughts, opinions or suggestions in program decisions (Antoni et al., 2018: 71). Training of trainers must be carried out by local government human resources.

In order to achieve targeted electronic-based government reforms, the local government must make regulations and programs to uphold e-government in the regions; adequate equipment, adding infrastructure, empowering human resources, public/private participation; HR development; software development; and organizational improvement and e-government systems.

IV. Conclusion

The results of the study are that low regional renewal related to e-government can have an impact on local government e-government. The local government's way of improving e-government is e-literacy and collaboration. Collaboration is carried out by the private sector and between agencies for financial alleviation and strengthening of e-government development agencies.

Through comparative studies, local governments can collaborate with local governments that are more developed in electronic-based government. E-literacy increases public participation through socialization.

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