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DATABASE SYSTEM ON IMPROVING PUBLIC SERVICES IN SUPPORTING THE IMPLEMENTATION OF GOOD GOVERNANCE IN THE SURABAYA CITY GOVERNMENT

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Abstract

Surabaya City in East Java has been recognized as one of the cities with a responsive and innovative government due to its implementation of good governance, particularly in the development of e-Government. The Surabaya city government utilizes information technology to enhance administrative efficiency, improve transparency and accountability, and encourage public participation in development. This study examines how database systems can improve public services and assist decision-making processes to implement good governance in the Surabaya City Government. To evaluate how database systems contribute to better decision-making and enhanced quality of public services, this research employs a qualitative methodology that includes observation and descriptive analysis. The findings indicate that database systems can enhance service quality, provide clear and accountable governance, and optimize operational efficiency. Furthermore, the integration of "Satu Data Surabaya" facilitates better decision-making processes, enabling the government to meet community needs more efficiently. This study emphasizes the potential of database systems to align technological advancements with the principles of good governance to build an efficient, transparent, and participatory governance model in Surabaya City.
Keywords: Decision-making, Good governance, Public services

A. INTRODUCTION

Surabaya City is one of the cities in East Java province that has received an award in the responsive and innovative government category by implementing good governance (Putra, 2018). The success of Surabaya City in developing e-Government has brought Surabaya City to achieve this award. The implementation of a digital or internet-based system that supports the advancement of public services is the basis for this achievement (Hasibah & Anadza, 2022). The implementation of e-government that has been successfully implemented aims to create good governance through efficient, effective, participatory, transparent, clean, and accountable management (Rachmad et al., 2024). Surabaya City has developed various online services, such as financial management systems, licensing, human resource management, health, monitoring, education, development and others (Zein & Septiani, 2024). This

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e-Government is a concrete step in the development of information technology in Surabaya, part of Surabaya's grand plan as a cyber city, which makes Surabaya a modern city based on data technology (Qatrunnada et al., 2022).

The implementation of a database system in government is one of the right strategies as an effort to improve public services and support an effective decision-making process (Mukhsin, 2020). The implementation of this step in the city of Surabaya not only focuses on administrative efficiency, but also on increasing transparency and accountability (Putri & Basya, 2023). By utilizing information technology, the Surabaya City Government is making efforts to create a system that can guarantee better information adequacy for the public. The use of this technology is in line with the principles of good governance which involve the importance of public participation and transparent management of data sources (Rusdy & Flambonita, 2023).

The database system helps the government manage and analyze information in a structured manner, so that decision-making can be done with accurate data (Fardanty, 2024). The Surabaya city government has implemented the "Database" website which helps in collecting data on the public service process in the development of Villages and Districts in the city of Surabaya (Maulani, 2020). This opportunity can be utilized to increase the efficiency of public services, encourage community participation in development, and create creative solutions to overcome various urban challenges. In addition, Surabaya's strategic position as an economic center in eastern Indonesia also opens up opportunities to attract investment and develop leading economic sectors that can support infrastructure and social progress (Setiawan et al., 2024). With this system, the use of databases also strengthens more effective supervision and reporting, so that the government can submit more open reports to the public regarding budget use and service results. The use of information technology such as the Database website in the Surabaya City Government greatly facilitates the process of data retrieval in decision making (Rofpi & Tukiman, 2024).

Based on the background of this study, the research problem can be formulated as follows: First, How can the Surabaya City Government maximize the use of technology and innovation in government management to support infrastructure and social development. Second, what is the role of the Database system in improving public services in decision making to support the implementation of Good Governance in the Surabaya city government.

The purpose of this study is to analyze how the Surabaya city government can maximize the use of technology and innovation in government management to support the implementation of infrastructure and social development. This study also aims to explain the role of the Database System in improving public services in the decision-making process to support the implementation of Good Governance in the Surabaya city government.

The benefits of this study are expected to provide a role as additional information to various parties. For the Surabaya City Government, the results of this writing can be a channel of information about the Database System Website to the public. For researchers, writing this journal can be additional information in formulating the role of the Database System in improving public services in the decision-making process to support the

implementation of Good Governance in the Surabaya city government. For the community, this research is expected to broaden the understanding of the Surabaya community regarding how the Surabaya city government can maximize the use of technology and innovation in government management to support infrastructure and social development. In addition, this study is also expected to provide an understanding of the role of the Database system in improving the quality of public services through decision making that supports the implementation of Good Governance in the Surabaya City Government (Cahyadi & Sunarjanto, 2018).

B. LITERATURE REVIEW
Good Governance

According to (Choirulsyah & Azhar 2024) good governance is good governance that includes the process of managing public resources in a transparent, accountable, participatory, and fair manner to achieve sustainable development and improve community welfare. This principle applies to all sectors including government, public and private organizations whose goal is to create efficiency and be responsible. Good governance is often used as a benchmark in managing a democratic, responsible, and service-oriented country or organization. Good governance has indicators including the following:

1. Participation
2. Accountability
3. Transparency
4. Justice and inclusiveness
5. Efficiency and effectiveness
6. Legal capacity
7. Responsiveness
8. Consensus orientation
9. Sustainability

Public Services

According to (Salam, 2021) public services are a series of activities carried out by government agencies, non-governmental organizations, or private parties that aim to meet the basic needs, rights, and interests of the community. Public services cover various aspects of life, such as administration, health, education, security, transportation, and the environment, which are provided to improve welfare, social justice, and encourage sustainable development. Public services are a form of government responsibility to its citizens, as regulated in applicable laws and regulations (Susetiyo & Iftitah, 2021). This service must be carried out with the principles of transparency, accountability, participation, efficiency, and responsiveness in order to meet the expectations and needs of the community fairly and evenly. There are several indicators in public services, namely:

1. Availability of services
2. Quality of service
3. Efficiency of service

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4. Transparency of service

5. Accountability of service

6. Responsiveness

7. Public satisfaction

Basis Data

A database is a collection of data that is organized and structured so that it is easy to access, manage, and update (Gunawan et al, 2023). Data in a database is usually stored in the form of a table consisting of rows and columns to represent certain entities and the relationships between them. Databases are used to store information that can be accessed by users or applications efficiently (Aulia et al., 2023). Databases are designed to support the management of large amounts of data by minimizing redundancy, ensuring integrity, and enabling fast and accurate data retrieval (Sutedi et al., 2024). Databases are used in various fields, such as information systems, business management, health, education, and technology (Purnawati et al., 2024). The components contained in the database are users, hardware, database management system (DBMS) software and data. In the database there are indicators including the following (Muhajir et al., 2024):

1. Data availability

2. Data access speed

3. Reliability

4. Data security

5. Data consistency

6. Scalability

7. Ease of maintenance

8. Storage efficiency

C. RESEARCH METHODOLOGY

With this research, it aims to examine how database systems can improve public services and support the decision-making process in the context of implementing good governance in the Surabaya City Government. This study will use a qualitative research method. Qualitative research can explore information and provide an understanding of the role of database systems in the decision-making process in the Surabaya City Government.

Data collection techniques in this study can be carried out using several techniques commonly used in qualitative research. by using data collection techniques through the Observation stage, namely through direct observation of the decision-making process, namely directly observing the decision-making process and the implementation of database systems in the Surabaya City Government. This observation will provide a clear understanding of how database systems interact with the decision-making process in the field. The use of various data collection methods allows researchers to gain in-depth insight into the conditions in the field.

In presenting research findings, researchers adopt a descriptive analytical approach to explain in detail the challenges and opportunities faced by the Surabaya City Government in

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infrastructure and social development. Direct Decision-Making Process Researchers will directly observe the decision-making process and the implementation of database systems in the Surabaya City Government. This observation will provide a concrete picture of how database systems interact with the decision-making process in the field.

D. RESULTS AND DISCUSSIONS

The Surabaya city government's strategy in optimizing the use of technology and innovation for government management to support development

The Surabaya city government has implemented an innovative strategy to maximize the use of technology and innovation in government management (Rahmadi et al., 2021). The main objective of this step is to support the progress of infrastructure and social development in the city of Surabaya. This strategy can be realized through the implementation of the e-Government program which aims to improve the performance of local government and can accelerate the achievement of public welfare by improving the quality of public services.

One form of implementing e-Government in Surabaya is by developing various internet-based applications in public services. The applications in question include the implementation of e-KTP, Suroboyo Bus, e-Health, e-UMKM, e-Budgeting, and e-Surat which have been used as an effort to increase efficiency and transparency in government management. This can help with data transparency and can increase interaction between citizens and the government (Novita et al., 2020).

Participation from people who care about technology is also an indicator of the success of the implementation of e-Government in the city of Surabaya (Wulansari & Inayati, 2019). Public participation is an indicator in the development of public service applications, because this data-based application makes it easier for residents to submit complaints, get information, and access population services online. However, although various innovations have been introduced, the level of public participation in using this application is still low, which is influenced by motivational factors and user awareness.

The Surabaya city government provides open data and transparency that can be accessed by the public in improving transparency and accountability indicators. Transparency and accountability are two important principles in the implementation of e-Government or digital-based government that play a role in increasing public trust, service efficiency, and resource management in the Surabaya city government. In the context of the database in the implementation of e-Government in the city of Surabaya, these two principles are closely related to the way data is collected, managed, and presented to the public and authorized institutions. Transparency in e-Government is related to the openness and ease of access to public information provided by the government through digital technology. The database used in e-Government must be able to provide clear, accurate, and easily accessible information to the public, so that they can understand how government policies are implemented and how budgets and resources are managed (Sarwinda, 2018). Accountability in the implementation of e-Government, the Government has an obligation to ensure that every decision and action taken can be accounted for to the public. The database used by the

government must allow for clear and transparent monitoring, evaluation, and reporting on government activities and performance.

The principles of accountability in the Database in the implementation of e-Government in Surabaya include, recording, reporting, and documentation of government performance, monitoring and evaluating the implementation of the e-Government system in Surabaya, reporting on the use of funds such as the use of village data, and those responsible for data management. This encourages citizens to be more active in the decision-making process related to infrastructure and social development. With clarity and openness of information, the community is expected to be able to provide an organized contribution. The principles of transparency in the database in the implementation of e-Government in Surabaya include; Open access to Public Data, Use of open Data (Open Data), Transparency or publication of financial and budget reports, Transparency in the decision-making process. By implementing this transparent and accountable system, the Surabaya City Government strives to ensure that every step and use of the budget can be clearly accounted for, while the community is given direct access to monitor and participate in the government process.

The role of database systems in improving public services in decision making to support the implementation of Good Governance in the Surabaya city government

The Database System plays an important role in improving public services and can support the decision-making process in the government in the city of Surabaya. By using the application of the Database System, it can facilitate the implementation of good governance, according to Laru & Eny (2022) who said that good governance is clean and transparent governance, and accountable in accordance with its principles, which can eradicate corruption, collusion, and nepotism, from this understanding it supports the principles of good governance, namely transparency, accountability, and community participation by the government..

1. Increased Quality of Public Services

In the implementation of good governance, where the database system can manage effective information that can make it easier for the public to access public services from the Surabaya city government. The city of Surabaya has experienced an increase in the quality of the implementation of e-Government, with the implementation of online services, such as e-Health, e-KTP, e-Lampid, e-Budgeting, Surabaya Single Window (SSW), and other public services. The implementation of this online database system can make it easier for the public to get services, such as in the submission or application process, and in searching for information quickly, effectively, and efficiently, which can save or make waiting time more efficient and this can be a supporting aspect in increasing the level of public satisfaction.

2. Effective Decision Making

In the decision-making process, the database system can be a supporting aspect, namely by providing a comprehensive analysis of the data received. From the use of this database system, it becomes a supporting aspect to the government in providing an understanding of social problems and what is needed by the community from the data that has been collected and received and can be considered in the decision-making process, so that the process of

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making appropriate and effective policies can be carried out according to its targets. This can be seen in the analysis of the views of the community which can later be used as a design or description of the prospects for better services according to what is needed by the community.

3. Transparency and Accountability

The implementation of a database system can help the government in implementing transparency and accountability in preparing reports to the public. The reports in question, such as in the preparation of financial reports and statistical reports which are public services and can be accessed by the public. This can be an indicator in increasing public trust in the government. The existence of this transparency can be a supporting aspect in reducing corruption rates, because information can be more widely accessed by the public.

4. Optimization of Operational Performance

The implementation of a database system can be a supporting aspect in increasing operational efficiency in the administrative activities of the Surabaya city government. The implementation of a database system has a role in supporting the simplification process of efficient and detailed administrative processes. Administrative processes that include document management and preparation of reports that are more effective, efficient, and accurate. The database system is one aspect in providing facilities in document management that is more organized and can be easily accessed, and can help in the process of retrieval, preparation, and implementation of data quickly. In the process of preparing reports, the database system plays a role in processing, compiling, or categorizing data quickly, accurately, and efficiently at the right time.

In general, the role of the database is very important in the process of improving the quality of public services in the city of Surabaya which can easily support the decision-making process that begins with the existence of data that is equivalent to the principles of good governance, by using an approach to technology and information that is based on data efficiently and optimally, so that the government can improve transparent, accountable, and efficient public services to the people of the city of Surabaya.

E. CONCLUSION

The Surabaya city government has implemented innovative strategies and innovations in the process of optimizing the use of technology in the form of a database system in improving public services. The strategy of the Surabaya city government in optimizing the use of database innovations that can increase efficiency and effectiveness in public services, with this the government hopes to facilitate access for the public and is a form of improvement in quality public services. The government's strategy can also integrate public services by utilizing technology that can meet the goal of creating an accurate database. The steps of this innovation are expected to facilitate the achievement of quality public services, which can increase community participation in the Surabaya city development planning process.

The Surabaya city government also utilizes the role of databases in the decision-making process, with the use of data integration through the "One Data Surabaya" innovation which plays a significant role in the optimal, efficient and transparent decision-making process.

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"One Data Surabaya" can increase accountability in the government sector. By integrating the system, every decision and action from the government can be reviewed and evaluated with data that has been compiled through the database website. This can be an opportunity for the public to ask for accountability from the government regarding policies that have been implemented that have an impact on people's lives. The use of this database can enable the provision of more responsive services in processing community needs in the form of development planning in the city of Surabaya and can support the realization of the principles of good governance, one of which is the creation of accountability, transparency, and the achievement of public participation.

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