

IMPLEMENTATION OF E-GOVERNMENT TO IMPROVE PUBLIC TRANSPARENCY IN THE PROVISION OF INTEGRATED SERVICES IN CIAMIS REGENCY

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Abstract

The problems found in this writing are related to the limited knowledge and technical skills of government employees in Ciamis Regency in operating and managing the new SPBE system. Facilities and infrastructure to support needed services are still limited to the implementation of an Electronic Based Government System (SPBE) in Ciamis Regency. This research aims to analyze the implementation of SPBE and its impact on transparency and service delivery in Ciamis Regency. The research results show that the implementation of SPBE has succeeded in increasing information transparency and speeding up the process of providing services to the community in Ciamis. However, challenges such as uneven technological infrastructure and lack of digital literacy among employees are the main challenges. This research contributes to understanding the dynamics of SPBE implementation at the local level and its relevance in the context of strengthening good governance in Indonesia.

Keywords: Ciamis Regency, Information and communication technology, Public Services, Transparency.

A. INTRODUCTION

Communication and Informatics Office (DISKOMINFO) of Ciamis Regency is a government agency in Indonesia responsible for managing digitalization in public services. DISKOMINFO plays a role in developing digital-based applications and systems that support the effectiveness of public information management in Ciamis Regency.

To address the challenge of these needs, given the complexity of data types from each unit that interact within a region, e-government is expected to meet these challenges by ensuring data accuracy and providing timely information. Therefore, an Electronic-Based Government System (SPBE) is necessary. SPBE is the implementation of governance utilizing information and communication technology to provide services to SPBE users. Prior to SPBE, public services in Ciamis Regency often faced issues such as convoluted procedures, long completion times, and a lack of information transparency. This led to public dissatisfaction and a decline in trust in the government.

In line with the central government's policy to promote digitalization in bureaucracy, Ciamis Regency is committed to implementing SPBE. Ciamis has significant potential for SPBE implementation given the high adoption of information technology among the community. However, challenges include uneven technology infrastructure, budget constraints, and the need for enhancing human resource capacity in technology.

This research analyzes the effectiveness of SPBE implementation in improving transparency and efficiency. It focuses on how digitalization affects service processes, government responsiveness to public complaints, and citizen satisfaction levels. The study also provides recommendations for future improvements and offers contributions to other local governments seeking to implement SPBE.

B. LITERATURE REVIEW

E- Government

E-government is the use and application of Information and Communication Technology (ICT) by government agencies to prepare and provide information and public services to the community. The goal of e-government is to ensure efficient management of government information, provide better public services, and enhance public participation in decision-making through access to information. (Arjita, U. A., 2017). The use of ICT in governance has proven to enhance efficiency, transparency, and service delivery while reducing bureaucracy (Sharma, Bao, & Qiang, 2012)

Data-Based Government System (SPBE)

According to Presidential Regulation Number 95 of 2018, the Electronic-Based Government System (SPBE) is the administration of government services to its users through the use of information and communication technology. SPBE encompasses the integrity of government systems, applications, and data to support a more efficient government administration. E-Government initiatives in developing countries have also been instrumental in improving accountability and governance structures (Afiyah, 2024)).

Transparency in Public Services

Transparency in Public Services refers to the openness of the government regarding service information and administrative processes, allowing the public to access clear and comprehensive information. This aims to improve accountability and public trust in the government (Heeks, 2001). Transparency in public services allows the public to monitor performance and assess decisions made. This means the government must be prepared to account for its actions and decisions. Openness ensures that the government is acting fairly according to established procedures, making it easier for the public to oversee and evaluate government performance. The implementation of transparency through digital governance has been linked to reduced corruption and increased public engagement (Bertot, 2012).

Information and Communication Technology (ICT)

Information Technology (IT) encompasses the tools, systems, and infrastructure used to collect, store, process, and disseminate information. IT plays a role in automating information processes through hardware and software (Turban, Volonino, & Wood, 2015). IT Digital transformation in public services has significantly improved citizen access to essential information and government accountability (Jopang, Aryatama, Muazzinah, Qamal, & Ansar, 2024)

Communication technology refers to the tools and systems that enable the sending and receiving of messages or information between individuals or groups. This includes various communication methods such as telephone, email, and teleconferencing systems (Shelly & Rosenblatt, 2011). This technology facilitates collaboration and coordination among individuals and organizations. The rise of social media and collaborative e-government tools has further expanded citizen participation and government transparency (Wijaya, Alfitri, Thamrin, & Salya, 2023)

The role of ICT in governance extends beyond efficiency improvements to promoting greater openness and reducing bureaucratic inefficiencies (Spremić & Brzica, 2008). Smart

governance frameworks integrate ICT with government strategies to create sustainable and transparent public services (Bhuiyan, 2011). Local governments in Indonesia have started adopting ICT solutions to improve service efficiency and reduce corruption (Kurniawan, 2011).

The transition from traditional governance to digital governance presents both opportunities and challenges, especially in developing nations (Rahim, Akintunde, Omotoyinbo, Obanla, & Aremu, 2017). The digital divide remains a significant issue, affecting the accessibility of e-government services for marginalized communities (Yigitcanlar & Baum, 2008). Addressing these disparities is essential to ensuring the long-term success of e-government initiatives.

Additionally, studies highlight the importance of integrating inclusive digital policies to ensure equitable access to e-government services (Kumar, 2017). The effectiveness of e-government depends on factors such as infrastructure readiness, digital literacy, and institutional commitment (Mabinane, 2023).

C. RESEARCH METHODOLOGY

The approach is qualitative in nature, focusing on the implementation of e-Government to enhance public transparency in integrated service delivery in Ciamis Regency. This approach helps to explore the perceptions, experiences, and evaluations of various stakeholders related to e-Government (Yin, 2018).

D. RESULTS AND DISCUSSION

E-government refers to the use of Information and Communication Technology (ICT) in the administration and public service processes of the government to the community. This process aims to provide comprehensive public services, including information about the government's vision and mission, work programs, public services, and relationships with each regional work unit (including external parties). To enhance public transparency in integrated service delivery in Ciamis Regency, various technologies are utilized to support efficiency, accessibility, and information openness. One such ICT innovation provided by the government is the Electronic-Based Government System (SPBE).

With advancements in information and communication technology, the government can innovate by leveraging the Electronic-Based Government System (SPBE) to facilitate services for government, civil servants, businesses, the community, and other stakeholders. SPBE aims to reduce government service costs, time, and corruption. Its implementation also seeks to improve the effectiveness and efficiency of work techniques and public service quality. This governance innovation aims to use information and communication technology to help SPBE managers provide more efficient services to the community.

Presidential Regulation No. 95 concerning the Arrangement of Electronic-Based Government Systems (SPBE), enacted in 2018, aims to create a clean, efficient, transparent, and accountable government system that provides quality, reliable, and dependable public services and enhances integration and efficiency (Choirunnisa, Oktaviana, Ridlo, & Rohmah, 2023, p. 78).

One example of SPBE implementation at the Ciamis Regency Communication and Informatics Office is the creation of the "Helo Ciamis" application. This application represents a tangible innovation by the Ciamis Regency government to provide excellent service to the community. The application not only covers public information about Ciamis but can also be used as a tool to access services such as correspondence and tax payments, according to the head of the department.

Helo Ciamis is a digital public service that integrates several applications from various regional apparatus organizations (OPD) into one accessible platform via Android devices, available on the Play Store. It provides information from news sources, the Meteorological, Climatological, and Geophysical Agency (BMKG), important service numbers, and social media. Helo Ciamis also offers other digital services, including the Sijago tax system (online tax information system), health services registration at Ciamis Regional General Hospital, population services, permits, tourism and culture, job vacancies, Ciamis district data, village services, and more. The Helo Ciamis service is an innovation by the Head of the Ciamis Regency Communication and Informatics Office, H. Tino Armiyanto. He explained that the Helo Ciamis application aims to facilitate the community in accessing digital services and public facility information in Ciamis Regency. Helo Ciamis is one form of smart city implementation supporting economic independence and overall welfare.

In addition to Helo Ciamis, SPBE implementation is also applied in the field of public information and communication (IKP). The IKP sector is responsible for managing public information. This management effort aims to optimize information dissemination so that it is easily accessible and reachable by the community of Ciamis Regency. The components in public information management include: 1) Information content management, which involves at least three important elements in publication, allowing the public to understand and obtain information about government activities, programs, policies, and ongoing and planned development. 2) Media management. Synergy with media is crucial for maximizing information dissemination to the public, necessitating media cooperation in managing information through platforms such as Instagram @diskominfo_cms, TikTok @diskominfo_ciamis, YouTube Diskominfo Ciamis, and Facebook ciamiskab.go.id. 3) Products. Products generated by the Diskominfo IKP include infographics, animations, and video graphics. These products aim to provide education and information to the public about government policies, public services, or other essential information, such as infographics for national holidays or local government activities.

The public information service at the Ciamis Regency Communication and Informatics Office includes two categories: 1) OPD public. Facilities for OPD-related dissemination, digital facilitation, and content creation for cross-sectoral purposes, including competitions. 2) The general public. Direct services to the community. SPBE implementation includes the Public Service Information System (SIPP), which encompasses the storage and management of information and the mechanism for delivering information from organizers to the community and vice versa, both orally and manually or electronically. The main goal of the SIPP is to improve accessibility, transparency, and efficiency in providing public services. With this system, the community can more easily obtain the information they need and access public services more quickly and efficiently.

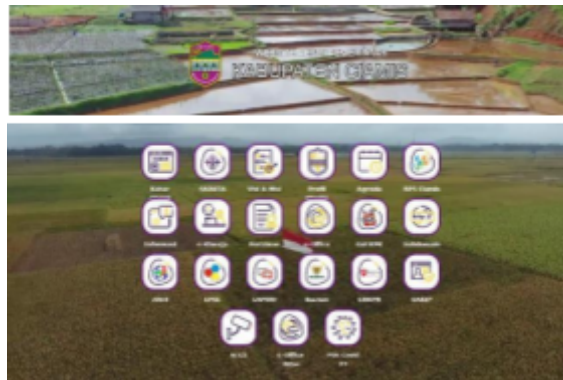


Figure 1. Ciamis Regency Local Government Website

Source: Ciamiskab.Id, 2024

The electronic-based government system (SPBE) of Ciamis Regency can be directly accessed by the public, allowing them to access public services quickly, accurately, effectively, and efficiently.

Law No. 25 of 2009 on Public Services provides an important legal foundation for the implementation of electronic-based government systems (SPBE). This law addresses public services to meet service needs according to legal regulations for every citizen. Its aim is to improve the quality of public services, provide protection for the public, and increase public trust in service providers.

The Mission of the Ciamis Regency Government: “Enhancing effective and efficient governance.” The objective of effective and efficient governance is to provide high-quality public services.



Figure 2. Public Service Index 2023 and Compliance with Public Service Standards 2023.

Source: ciamiskab.id, 2023

The Public Satisfaction Index is a measurement tool to determine the level of community satisfaction with the Public Service Information System (SIPP) in Ciamis Regency. This analytical approach is based on Presidential Instruction No. 3 of 2023.

The analysis of e-Government implementation in improving public service performance in Ciamis Regency involves three aspects (Juliarso, n.d 2019):

1. Evaluation of e-Government Ranking in Indonesia for Ciamis Regency
 2. Analysis of the Public Satisfaction Index regarding e-Government-based public services provided by the Ciamis Regency Government
 3. Evaluation of e-Government Implementation by the Ciamis Regency Government
- Ciamis Regency uses 5 (five) dimensions: policy, institution, infrastructure, application, and planning (Directorate of e-Government, Directorate General of Informatics Applications, Ministry of Communication and Informatics of the Republic of Indonesia, 2012). Each dimension in the e-Government Ranking (PeGI) is broken down into several criteria or

attributes. The assessment of e-Government-based public service quality in Ciamis Regency using the dimensions and attributes in PeGI is adjusted to the Regulation of the Minister of Administrative and Bureaucratic Reform No. 38 of 2012 concerning Guidelines for the Assessment of Public Service Unit Performance. According to this regulation, it is necessary to analyze the Public Satisfaction Index (PSI) for e-Government-based public services using the Decree of the Minister of Administrative and Bureaucratic Reform No. Kep/25/M.Pan/2/2004 concerning General Guidelines for the Preparation of Public Satisfaction Index for Government Agency Service Units. The analysis of the Public Satisfaction Index (IKM) for e-Government-based public services uses 14 minimum service elements as the basis for measuring the IKM.

For evaluating the implementation of e-Government in public services, the assessment follows guidelines for the transactional nature of information and public services provided by the Ciamis Regency Government, using 4 (four) levels: preparation, maturation, consolidation, and utilization, in accordance with Presidential Instruction No. 3 of 2003. The aim of this research is to understand the ranking in aspects of e-Government development and implementation (Sosiawan, 2008). Additionally, the implementation of e-Government is also evaluated in terms of public service aspects such as Government to Government (G2G), Government to Business (G2B), or Government to Consumers (G2C) (Juliarso, n.d. 2019.).

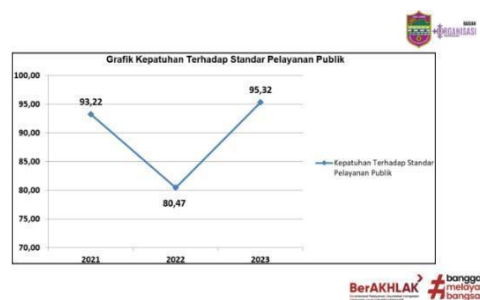


Figure 3. Public Service Standard Compliance Chart

Source: ciamiskab.id, 2024

From the graph, it is evident that the level of compliance with public service standards in Ciamis Regency has significantly improved. According to the Ombudsman RI, Ciamis is in the green zone with a compliance score of 95.32 in 2023. This indicates a strong community commitment to public service standards. The implementation of public service administration includes several aspects, such as:

1. **Service Implementation:** Public service providers are required to deliver services according to established standards. The services must be provided transparently, effectively, efficiently, and responsively to community needs.
2. **Public Complaint Management:** Public complaints are reports or grievances submitted by individuals or groups regarding services, policies, or actions taken by the government or public institutions. Complaints may concern problems or dissatisfaction with services or other issues perceived as harmful. The purpose of managing public complaints is to address issues faced by the community and improve service quality. Public institutions also provide various channels for easy submission of complaints through online forms, email, phone, mail, or in person.
3. **Internal Supervision:** Internal supervision ensures that operational activities comply with

laws, regulations, policies, and procedures that have been established.

4. **Counseling:** Counseling aims to provide information, guidance, and education related to policies given to the public. This ensures that the public understands their rights and responsibilities and how to access and utilize services provided by the government or other public institutions. Examples include new policies related to changes in regulations affecting daily life, such as social security programs, tax regulation changes, or environmental policies. Counseling can be conducted through various methods, including communication, seminars, workshops, and digital platforms to reach a wider audience. This ensures that information is effectively communicated to the public, enhancing their participation and adherence to public policies.

5. **Consultation Services:** Consultation services are crucial in public service. They provide the public or relevant parties with guidance and advice on how to use public services or address issues related to those services. This is important to ensure that the public can access services effectively and understand their rights and responsibilities in utilizing them.

Public Service Information in Ciamis Regency includes two main points:

1. **Principle of Openness:** The public can easily access and obtain the desired service information, as well as education about their rights and responsibilities in the service. Openness provides protection for the service providers in the event of complaints.
2. **Obligations:** Service providers are required to provide information to the public in an open and easily accessible manner.

The Public Service Information System (SIPP) encompasses a series of activities including the storage and management of information. The mechanism for delivering information from providers to the public and vice versa can be in the form of oral, written, Braille, images, and/or local languages.

Indicators in the Public Service Information System (SIPP) include:

1. Provider Profile
2. Implementer Profile
3. Service Standards
4. Service Declarations
5. Complaint Management
6. Performance Evaluation (Article 23, paragraph 4 (4) of Law No. 25 of 2009 on Public Services).

Sanctions for providers or implementers who violate the provisions referred to in Article 23, paragraphs (4) and (5) of Law No. 25 of 2009 include a salary reduction equivalent to one periodic salary increase for a maximum of one year. Article 54, paragraph 5 of Law No. 25 of 2009. To evaluate the effectiveness of the Public Service Information System (SIPP) in Ciamis Regency, it is essential to comprehensively assess how the available public services are delivered and how accessible these services are to the public through various platforms, such as official websites, mobile applications, or physical information centers.

One of the primary goals of SIPP is to improve efficiency in the administration of public services. The evaluation is conducted to determine the extent to which SIPP reduces excessive bureaucracy, speeds up response times to public requests, and optimizes the use of administrative resources.



Figure 4: Digital Literacy Status Data in Indonesia 2022
Source: ciamiskab.id

From the digital literacy data graph in Indonesia for 2022, it is evident that social media platforms are highly dominant for communication and information. This indicates that the majority of the population uses social media regularly, with apps like WhatsApp, YouTube, Facebook, Instagram, and TikTok being popular.

The challenges of implementing the Electronic-Based Government System (SPBE) in Ciamis Regency include several aspects that need to be addressed for effective implementation:

1. Internet Network:

Many areas in Indonesia, including Ciamis Regency, face challenges in digitalization, especially in rural areas. This limits the use of digital services by government employees and the public.

2. Technology Facilities:

The lack of hardware and software hampers the smooth operation of SPBE.

3. Quality of Human Resources (HR):

Many employees are inadequately trained in information technology. This limitation reduces the effectiveness of the SPBE system. Additionally, there is a lack of ongoing and up-to-date training programs for employees to keep up with technological advancements and new policies in SPBE.

4. Public Awareness and Involvement:

Low digital literacy among the public hinders the acceptance and use of SPBE services. The lack of socialization and education about the benefits of SPBE results in lower public participation in the digital services provided by the government.

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To address the challenges of the Electronic-Based Government System (SPBE) in Ciamis Regency, improvements can be made by enhancing infrastructure through the provision of internet services to expand coverage and increase internet speed, particularly in rural areas. Providing regular training programs and improving digital skills for employees, as well as developing easily accessible information portals for the public to guide them in using SPBE services, are also essential.

A strong committee and support from the local government are crucial to ensure the successful implementation of e-Government. Proactive management can drive the necessary cultural and infrastructural changes. Smooth electronic administration is supported by

<http://jurnaldialektika.com/>

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adequate technical infrastructure, such as fast and stable internet networks and reliable computer systems. Well-trained public employees in information and communication management (ICT) are vital. Adequate training will enhance their ability to use and manage the e-Government system effectively. Public participation in the planning and implementation stages of e-Government can increase system adoption and acceptance. Social and educational programs about the benefits of e-Government are also important for enhancing participation. Successful e-Governance implementation requires strong data security. Effective security policies and data protection systems are key to building public trust in the use of electronic official services.

E. CONCLUSION

The implementation of the Electronic-Based Government System (SPBE) to improve transparency in service delivery in Ciamis Regency has significant potential to enhance transparency in public service administration. SPBE can expedite administrative processes and decision-making, making services to the public faster and more efficient. With SPBE, public access to information is increased, reducing opportunities for corruption and improving government accountability. However, its implementation still faces challenges such as limitations in technological infrastructure and the quality of human resources. Overall, addressing these challenges and improving digital literacy and public engagement in using electronic services are crucial to ensuring broader and more effective adoption.

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