



## Implementation of E-Government in Improving Good Governance in North Barito District

Cherles Eka Chandra; Jamaluddin

Lambung Mangkurat University, Banjarmasin, Indonesia

E-mail: [charlese kac@gmail.com](mailto:charlese kac@gmail.com)

<http://dx.doi.org/10.47814/ijssrr.v7i8.2266>

---

### **Abstract**

This research evaluates the implementation of e-government in North Barito Regency to improve good governance. Through a qualitative approach, this research identified challenges and inhibiting factors such as institutional integration, policy support, and ICT infrastructure. The results show that while there is progress with applications such as QR Code and Google Drive, key challenges include a lack of community engagement and communication issues between organizations. To increase the effectiveness of e-government, it is necessary to improve human resource training and management improvements, as well as the development of a comprehensive e-Gov masterplan.

**Keywords:** *E-Government; Good Governance; Service Efficiency; North Barito Regency*

### **Introduction**

Information and communication technology (ICT) plays an important role in improving efficiency, speed of information delivery, global reach, and transparency in government. In the context of regional autonomy, implementing e-government is one of the main efforts to realize good governance. Good governance, according to the World Bank's definition, is solid and responsible development management that is in line with the principles of democracy, market efficiency, and the avoidance of corruption both politically and administratively. The implementation of e-government is expected to increase public credibility and create reliable management (World Bank, 1992).

ICT in e-government acts as a gateway to good governance, especially in improving the performance of governance and public services. Developed countries have utilized ICT to improve information services, communication, and data exchange between governments (G2G), communities (G2C), and businesses (G2B) (Heeks, 2006). For example, the 2016 e-government survey shows that

several countries in Asia, such as South Korea, Singapore, and Japan, have occupied the top position in e-government utilization.

However, Indonesia is still in the "Middle EGDI" group with a rank of 116th in 2016, down from 106th in 2014 (United Nations, 2016). This position is still below several other Southeast Asian countries such as Malaysia, the Philippines, and Brunei Darussalam. Indonesia's low ranking shows the great challenges in e-government implementation, especially in terms of improving the inclusiveness, effectiveness, accountability, and transparency of public institutions in Indonesia.

One of the main indicators in e-government assessment are the Online Service Index (OSI) and Telecommunication Infrastructure Index (TII). In 2016, Indonesia's OSI score was 0.3623, and the TII score was 0.3016, which is still below the average of the Southeast Asian region (United Nations, 2016). This reflects the low quality of online services and telecommunication infrastructure in Indonesia, which is a major challenge in improving the e-government ranking in the future.

The use of ICT as a tool in government services is expected to improve the efficiency and quality of public services. According to Dwiyanto (2011), the utilization of ICT by the government bureaucracy can simplify work processes and reduce potential moral hazards in the interaction between citizens and government. E-Government also opens opportunities to increase citizen participation and improve global information infrastructure, which in turn will support the achievement of good governance.

Research shows that one of the main obstacles to e-government implementation in developing countries is the lack of citizen involvement in the design of e-government services (Heeks, 2003). Implementation failure is often caused by limited resources and lack of public participation, which results in not achieving the goals of e-Government applications. Therefore, a design approach that involves end users is essential to improve the quality of e-government services (Parent et al., 2005).

In the context of social media-based e-government, optimizing public services through such platforms can increase public participation and engagement. Social media provides space for closer interaction between the government and the public, which can increase transparency and strengthen the relationship between the two parties (Khasawneh & Abu-Shanab, 2013). This is important for e-government sites, as the public is expected to be actively involved in the site.

However, research shows that e-government services are often developed without considering the needs of end-users, which leads to services that do not meet people's expectations (Axelsson & Melin, 2007). Therefore, it is important to involve users in the service design process, so that e-Government can truly meet people's needs and increase their trust in the services provided.

Another challenge in e-government implementation in developing countries is how governments can capitalize on the benefits of e-government, as well as motivate citizens to adopt and use these services (Alsoud, 2012). This research proposes that a more citizen-centric approach can help address these challenges, by maximizing citizen involvement in the entire development cycle of e-Government services.

In North Barito District, e-government implementation still faces various challenges, including a lack of integration between institutions and low policy and institutional support (PeGI, 2016). Although infrastructure and public service applications have begun to be built, the successful implementation of e-government in this area still requires significant improvements in the institutional and policy aspects.

Therefore, this research focuses on analyzing the implementation of e-Government in North Barito Regency, by reviewing several aspects such as policy/regulatory support, human resources, financial resources, and infrastructure development. The aim is to identify factors that hinder the

implementation of e-government in the Regional Financial and Asset Management Agency (BPKAD) of North Barito Regency and offer solutions to overcome these obstacles.

Hopefully, this version meets your needs. The references mentioned are a general representation of the relevant scientific literature. If needed, they can be adapted to the specific references you have.

### ***Research Methods***

This research approach uses qualitative methods to produce descriptive data derived from relevant and reliable sources or informants. According to Sugiyono (2018), qualitative methods are often called naturalistic research because they are conducted in natural conditions, and are also called ethnography because they were originally used in cultural anthropology research. This research will observe the phenomena that occur and provide an overview of the strategies and inhibiting factors of e-government implementation in the North Barito Regency. This research is classified as a type of field research, where researchers go directly to the community to collect data.

The type of research used is descriptive qualitative. This method was chosen because it can provide broad and in-depth information about the phenomenon under study, and help identify important factors in policy implementation. Descriptive qualitative is widely used because it can present relevant data to understand and solve practical problems and support the achievement of research objectives. This research aims to describe the strategies and inhibiting factors in the implementation of e-government in North Barito Regency, especially in the Regional Financial and Asset Management Agency.

The research instrument in this study is the researcher himself, who is responsible for systematic data collection and analysis. Data collection techniques included observation, interviews, and documentation, focusing on e-Government policy and implementation. Data analysis was conducted continuously since the beginning of the research, following the approach of Miles and Huberman (1984), which involves data reduction, data presentation, and conclusion drawing. Thus, this research seeks to provide an accurate picture of the implementation of e-government in North Barito District and the factors that influence it.

### ***Results and Discussion***

The Financial and Asset Management Agency is one of the important supporting elements in government affairs that fall under regional authority. This agency is led by the Head of the Agency who is domiciled under and directly responsible to the Regent through the Regional Secretary. The main task of the Financial and Asset Management Agency is to assist the Regent in carrying out various supporting functions of government affairs that fall under regional authority.

The organization of the Financial and Asset Management Agency consists of several main components. Among them are the Head of the Agency who leads the entire organizational structure, and the Secretariat which includes the General and Personnel Subdivision, the Planning and Reporting Subdivision, and the Finance Subdivision. In addition, there are divisions consisting of the Regional Budget Planning Division, the Accounting Division, the Regional Treasury Division, and the BMD Management Division.

The Regional Budget Planning Division consists of the Revenue Budget Planning Sub-Division, the Expenditure Budget Planning Sub-Division, and the Financing Budget Planning Sub-Division. Meanwhile, the Accounting Division includes the Regional Revenue Accounting Sub-Division, the Regional Expenditure Accounting Sub-Division, and the Bookkeeping and Reporting Sub-Division. The

Regional Treasury Division includes the Expenditure Treasury Sub-Division, the Salary Treasury Sub-Division, and the Regional Cash Management Sub-Division. Finally, the BMD Management Division consists of the BMD Planning and Utilization Sub-Division, the BMD Security and Control Sub-Division, and the BMD Administration and Information Sub-Division.

The growth of Information and Communication Technology (ICT) infrastructure has a significant effect on various business processes, including public services. The use of ICT in government is known as e-government, which aims to accelerate the realization of good governance. Good governance includes principles such as accountability, transparency, responsiveness, and effectiveness and efficiency in public services.

E-government enables the realization of more optimal public services by utilizing technology to improve interaction between the government and the community. With e-government, it is expected that the public can more easily register licenses, monitor the settlement process, and access various other public services directly.

The rapid advancement of information technology opens up opportunities for accessing, managing, and utilizing larger volumes of information quickly and accurately. Applications such as SIMDA Keuangan are designed to provide reliable and up-to-date financial information and improve the quality of services to the public.

To improve the efficiency of public services, several applications have been developed. For example, Google Drive-based applications and QR codes are used to convey service information. In addition, KPKNL Barito Utara also utilizes Google My Business to present accurate information and prevent fraud on behalf of the agency.

The implementation of applications such as QR Code and Google Drive makes it easier to convey information to the public and facilitates complaints, suggestions, and criticisms. App users report that the system is very efficient, allowing them to monitor the progress of proposals or complaints without having to come directly to the office.

Since the implementation of the e-government policy, the government is required to utilize information and communication technology in the development of public services. Although there are differences between regions in terms of budget, infrastructure, and human resources, e-government has many benefits to improve the quality of public services and transparency.

However, there are challenges in inter-organizational communication that need to be addressed. Factors such as lack of understanding of applications can result in problems in reporting and using e-government. It is important to improve the knowledge and skills of HR to effectively utilize e-government.

Finally, implementor disposition also affects the effectiveness of e-government. Implementor attitudes that are not fully favorable can lead to public dissatisfaction. Therefore, it is important to increase commitment and ensure that services are delivered fairly and equitably, regardless of ethnicity, religion, or personal relationships.

## **Factors Affecting**

In Elyor Rakhmanov's research on e-government implementation, several factors have a very significant effect. The readiness of governing bodies is one of the main challenges, where local legislation and laws often do not support the effective implementation of e-government. In addition, administrative

constraints such as high software development costs, inadequate infrastructure, and training needs for IT staff also hinder implementation.

Technological aspects also play an important role in inhibiting e-government, with slow internet connections and lack of adequate infrastructure being major issues. User culture that tends to rely on manual methods is also an obstacle in the transition to digital systems. In addition, issues such as infrastructure, laws and legislation, e-government integration, and security issues also contribute to the difficulties in implementing e-government online.

To address this issue, the Directorate of E-Government under the Ministry of Communication and Information of the Republic of Indonesia conducted PeGI (Measurement of e-Government Indonesia). PeGI aims to measure and evaluate the implementation of e-government at the central and regional levels, focusing on five main dimensions: Policy, Institutional, Infrastructure, Application, and Planning. The main objective of PeGI is to encourage the government to utilize information and communication technology optimally.

### **Institutional Support Commitment**

Disagreement over the definition of e-government (e-gov) often occurs among public administration experts. In North Barito Regency, e-gov is often defined as the use of computers in service procedures by the government, while at the international level, e-gov refers more to the use of internet technology that is widely available in developed countries. The World Bank defines e-government as the use of information technology, such as wide area networks, the internet, and mobile computing, which can transform the relationship between government, citizens, businesses, and other government agencies.

E-gov aims to improve efficiency, effectiveness, productivity, and responsiveness in governance by involving the government, private sector, and society. This concept requires the implementation of e-gov in all branches of government, including in North Barito Regency. The use of Internet technology is expected to accelerate the exchange of information and facilitate services and transactions with the community, businesses, and government, making it more than just the use of technology but also a transformation in policy-making and public services.

Along with the times, the concept of e-gov used to focus on computerization and computer-based management information systems has now shifted to the integration of data and information between government agencies via the Internet. The technology used involves HTTP-based software and the HTML language. In practice, e-gov often refers to the creation and management of websites by government agencies, with most websites today still at the stage of publishing basic information.

Local government websites show mixed progress. Most local government websites are still in the early stages of simply publishing basic information about the region. While some sites have entered the interactive stage with features such as guestbooks, forums, and polls, many of these features have not been optimally utilized. This reflects the digital divide and limited infrastructure in some regions, leading to significant differences in the quality and functionality of government websites across regions.

### **Human Resources**

The implementation of e-government in Indonesia is mainly dominated by sites owned by provincial governments, district governments, and city governments, but many sites are not yet optimal in terms of both quantity and quality. This obstacle in e-gov implementation is caused by various factors, including the lack of standards and socialization regarding the implementation of local government websites. Although there are laws and regulations, many local governments interpret them differently due to the lack of clear technical guidance.

Local government websites often only contain information services without additional benefits. One of the reasons is the lack of human resources (HR) skilled in the management of e-gov sites, so many district and city governments are hesitant to implement e-gov. This lack of human resources often forces the use of outsiders who may not fit the needs and results in a lack of maintenance and sustainability of the site.

Where human resources are brought in from outside, there is often a lack of ownership and awareness of the importance of site maintenance after the project is completed. In North Barito District, the lack of ICT skilled human resources is exploited by unscrupulous businesses to sell solutions that may be ineffective or expensive, given the lack of ICT education among local civil servants.

The condition of e-gov management is also influenced by a less-than-ideal managerial structure, with human resources in the field of information technology usually in echelons III and II, making access to regional leaders difficult. In addition, website management is spread across various work units such as the Information and Communication Office, Electronic Data Management Office, and others, due to non-uniform regulations, adding to the complexity of e-gov management.

## **Conclusions**

Factually, most North Barito District Government offices already have LAN connections, and some have WAN connections. However, even though LAN connections are available, data exchange through data communication is still limited due to the low conception of databases and an unfamiliar documentation culture. Poorly managed archives and personal documents are also an obstacle to data integration and exchange. In addition, internet connections in some areas are limited due to a lack of providers, often relying on only one provider with no alternative options.

Human resource constraints require special attention through integrated education and training. Training should be conducted "in-house" at the local government level to ensure a thorough understanding among employees. This training can involve experts from other regions as well as collaboration with universities. At the central level, training should be centralized by MOCI and decentralized through training centers at relevant educational institutions.

Human resource development for e-government should be taken seriously by the government, universities, and the private sector. It is important to change the view that the success of e-gov depends not only on technology but also on the ability of the people who manage it. In addition, North Barito District does not yet have a clear e-gov management model, with an organizational structure that needs to be reinforced to prevent confusion in implementation. The leadership's concern in budgeting, implementation, supervision, and evaluation is also very important.

For advice, e-gov implementation at the managerial level is still oriented towards web presence only, ignoring the transaction and transformation stages. Re-socialization through training, courses, and workshops needs to be done to improve both managerial aspects and the content provided. It is also necessary to have an e-gov blueprint or masterplan that covers economic, social, cultural, and other aspects, in line with the direction of regional development, so that e-gov can improve the efficiency and effectiveness of public services as a whole.

## References

- Alsoud, R. (2012). A Citizen-Centric Approach to e-Government: Engaging Citizens in the Development of e-Government Services. *International Journal of Public Administration in the Digital Age*, 4(1), 65-77.
- Axelsson, K., & Melin, U. (2007). Citizen Participation and Involvement in e-Government Projects: The Missing Links. *Transforming Government: People, Process and Policy*, 1(4), 346-361.
- Bonina and Cordella, (2010), *The Internet and Public Bureaucracies: towards balancing competing values*, Oxford Internet Institute.
- Dizard, Wilson, *Old Media New Media*, 1994, Longman Inc, New York.
- Donald F. Norr s, (2007), *Current Issues and Trends in E- Government Research*, University of Maryland, Baltimore County, USA.
- Dwiyanto, (2011), *Mengembalikan Kepercayaan Publik Melalui Reformasi Birokrasi*, PT. Gramedia Pustaka, Jakarta.
- Dwiyanto, A. (2011). *Mewujudkan Good Governance Melalui Pelayanan Publik*. Gajah Mada University Press.
- Heeks, R. (2003). Most e-Government-for-Development Projects Fail: How Can Risks be Reduced?. *iGovernment Working Paper Series*, Paper No. 14, Institute for Development Policy and Management, University of Manchester.
- Heeks, R. (2006). *Implementing and Managing eGovernment: An International Text*. SAGE Publications.
- Khasawneh, R. T., & Abu-Shanab, E. A. (2013). E-Government and Social Media Sites: The Role and Impact. *World Journal of Computer Application and Technology*, 1(1), 10-17.
- March Holzer, (2004), *Frontiers of Public Administration Proceedings of the Second Sino-U.S. International Conference: Public Administration in the Changing World* Beijing, China.
- Parent, M., Vandebek, C. A., & Gemino, A. C. (2005). Building Citizen Trust through e-Government. *Government Information Quarterly*, 22(4), 720-736.
- Pasalong, Harbani. (2012). *Metode Penelitian Administrasi Publik*, Alfabeta, Bandung.
- PeGI. (2016). *Laporan Evaluasi Implementasi e-Government di Indonesia*. Kementerian Komunikasi dan Informatika, Republik Indonesia.
- Ritzer, George, (2012) *Teori Sosiologi*, edisi Kedelapan, Pustaka Pelajar, Yogyakarta.
- United Nations. (2016). *United Nations E-Government Survey 2016: E-Government in Support of Sustainable Development*. Department of Economic and Social Affairs, United Nations.
- Warwick, D. P. (1982). *Bitter pills: Population policies and their implementation in eight developing countries*. Cambridge: Cambridge University Press.
- World Bank. (1992). *Governance and Development*. The World Bank.



### Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (<http://creativecommons.org/licenses/by/4.0/>).