





Gema Wiralodra

Publication details, including instructions for authors and subscription information:
<https://gemawiralodra.unwir.ac.id>

	Gema WIRALODRA
	Editor-in-Chief: Yudhi Mahmud
	 Publisher: Universitas Wiralodra

Analysis of E-Government implementation in public services: study on personnel agency and human resource development in Banyumas Regency

Catur Lina Widiyanti

Universitas Jenderal Soedirman, Purwokerto,
Indonesia, caturlinawidiyanti@gmail.com

To cite this article:

Widiyanti, C.L. (2023). Analysis of E-Government implementation in public services: study on personnel agency and human resource development in Banyumas Regency. *Gema Wiralodra*, 14(2), 724-729.

To link to this article:

<https://gemawiralodra.unwir.ac.id/index.php/gemawiralodra/issue/view/22>

Published by:

Universitas Wiralodra

Jln. Ir. H. Juanda Km 3 Indramayu, West Java, Indonesia

Analysis of E-Government implementation in public services: study on personnel agency and human resource development in Banyumas Regency

Catur Lina Widiyanti

Universitas Jenderal Soedirman, Purwokerto, Indonesia, caturlinawidiyanti@gmail.com

*Corresponding Author: caturlinawidiyanti@gmail.com

Submit 08-03-2023, accepted 08-07-2023, published 09-07-2023

Abstract

The Banyumas Regency Government passed Regional Regulation No. 4 of 2012 concerning the Master Plan for E-Government Development in the Banyumas Regency. Banyumas Regency is the only district in Central Java with a regional regulation on E-Government and has received many awards in the field of Technology. This study aims to determine the implementation of E-Government at BKPSDM and the factors that support and hinder the implementation of E-Government at BKPSDM in Banyumas Regency. This research uses a descriptive qualitative method. The data analyzed in this study comes from primary data, namely informants as research objects are BKPSDM experienced in E-Government development, and secondary data, namely documents, relevant research results, journals, books, statistical data, and other sources. The data in this study were analyzed using triangulation techniques. The results of the study stated that the implementation of E-Government in personnel administration services at the Banyumas Regency Personnel and Human Resource Development Agency was quite good, as evidenced by the many programs that were targeted throughout the year and continued to develop at each stage. Factors supporting the success of E-Government implementation in Banyumas Regency are communication, for example, transmission, consistency, clarity of information, and adequate infrastructure resources. The obstacle they faced was that they were overwhelmed because of the small number of personnel in terms of technical personnel.

Keywords: Implementation, E-Government, Public Administration

1. Introduction

The concept of good governance society is one of the elements that must be intertwined with the government and the private sector. The problem related to the realization of good governance is public distrust due to the government's limitations and weaknesses in management, which lead to abuse of power by government officials. In simple terms, governance is the process of public institutions overcoming public problems, managing public resources, and guaranteeing human rights. The essential nature of good governance is that it is free from abuse of authority and corruption and recognition of rights based on the rule of law (Muliawaty & Hendrawan, 2020). Then, there is research conducted by Hapiah (2011), which suggests that the human resources of the apparatus still need to be improved even though they have been given the authority to provide complete public services.

In the current era of regional autonomy, to realize good governance, one of the efforts that can be made is to use information and communication technology, or what is popularly called E-Government. E-Government is an electronic-based government tool so that work in government can be more efficient/transparent and faster. When data is to be conveyed to the public, it can be more easily conveyed. E-Government helps government and society, although E-Government tends to use technology more (Mahdanisa & Nurlim, 2018). Adverson's research (2016) states that the benefits of good governance for broader development are significant advantages, such as better alignment of the E-Government system with international practice.

E-Government is a reform or new paradigm of governance that refers to the disclosure of public information that gives responsibility to the government to provide information about ongoing government activities. The implementation of E-Government in Indonesia is only at

an early stage, so many government agencies that claim to have implemented E-Government are, in fact, only at the web presence stage. The main challenge lies in the capability and readiness of the actors' management and Human Resources (HR) rather than the supporting technology of E-Government. Having adequate human resources will encourage the quality of government implementation in Indonesia (Ferdinand et al., 2020; Mahdanisa & Nurlim, 2018). E-Government is government administration by using information and telecommunications technology to improve government performance and fulfill the public's need for transparency and accountability of government financial information to achieve good governance (Dewi & Haryanto, 2019).

Based on Presidential Instruction No. 6/2001, dated 24 April 2001, concerning Telematics (Telecommunications, Media, and Informatics) states that government officials must use telematics technology to support good governance. Then in 2006, the government formed the National Information and Communication Technology Council (Detiknas) through Presidential Decree No. 20 of 2006 concerning the National Information Technology Council, one of which is tasked with accelerating the use of E-Government (Nugraha, 2018).

Based on the results of the E-Government ranking in Central Java, Banyumas Regency is ranked fifth (five) out of 35 districts with a good predicate in Central Java. Of the 35 districts in Central Java, only 9 (nine) districts received a good predicate, and 1 (one) district received a very good predicate in implementing E-Government. Twenty-five other regencies still need to be recorded as having less or even less in implementing E-Government in their regions.

The implementation of E-Government has yet to be carried out in all regions of Indonesia. However, this application must be carried out to support good governance, which can facilitate all forms of administrative services for citizens (Hoekman, 2018). One of the OPDs implementing E-Government in Banyumas Regency is the Personnel and Human Resources Development Agency (BKPSDM). Banyumas Regency has 27 sub-districts, 30 Villages, and 301 Villages. BKPSDM Banyumas Regency innovates implementing E-Government to realize faster and more accurate personnel management. BKPSDM has the main task of carrying out Regional Government affairs in the preparation and implementation of regional policies in the Personnel sector, which is one of the priorities in the E-Government development stage. Implementing the BKPSDM E-Government in Banyumas Regency still has several obstacles in realizing E-Government policies. This study aims to determine the implementation of E-Government at BKPSDM and the factors that support and hinder the implementation of E-Government at BKPSDM in Banyumas Regency.

2. Method

Moleong (2016) defines qualitative methodology as a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior. According to them, this approach is directed at the background and the individual in a holistic (whole) way. In qualitative research, the researcher himself or with the help of others is the primary data collection tool. This was done because if you use non-human tools and prepare yourself in advance, as commonly used in classical research, it will be impossible to adjust to the realities in the field (Moleong, 2016).

The data collected in qualitative research are in the form of words, pictures, and not numbers, commonly referred to as descriptive. According to Moleong (2016), research reports will contain data excerpts to give an overview of the presentation of the report. The data may come from interview scripts, field notes, photographs, videotapes, personal documents, notes or memos, and other official documents. The qualitative approach with descriptive analysis methods is used to reflect the phenomena reflected in the research objectives. The primary source of research data is critical informants. Key informants are parties who, because of their experience or intensity at BKPSDM in Banyumas Regency. To complete the data obtained from the informant (primary), supporting data (secondary) is needed, such as other supporting

documents and research results relevant to research that can be obtained through journals, books, statistical data, or other relevant sources. To avoid the occurrence of bias that occurs in critical informants (essential informant bias) in this study, triangulation was carried out on the information provided by key informants, both interviews and printed or written data or information. Triangulation is done by comparing the data and information obtained to test its validity. Informants are determined based on research data needs, namely those considered competent because they have a comprehensive and adequate understanding.

3. Results and Discussion

Description of the Use of E-Government in Banyumas Regency

The Banyumas district government, as a government agency, initiated the development of public service reform from bureaucratic-based services to electronic-based public services (E-Government) by launching the Banyumas district government website in 2007 with the domain www.kabupatenbanyumas.go.id. The launch was the beginning of the use of E-Government in Banyumas district (Wicaksono, 2014). Implementing E-Government will facilitate the delivery of public services and information from the government to the public and become an effective forum for communication between government communities.

The benefit of this E-Government development is that it can produce several positive government work results, namely providing better services to the community, encouraging community empowerment with free public access, and more efficient government management. This was driven by research conducted by Rahayu (2020) that some of the perceived benefits of developing E-Government are based on the fact that E-Government involves a computerized system which previously involved a paper-based system.

Based on Regional Regulation Number 4 of 2012, it has been 2 (two) years since this Regulation has been in effect. There have been several implementations of programs and activities carried out by Banyumas Regency, including the Website portal and subdomains, Office, the Employee Electronic Attendance System (SIMAP) implementation, and so on. The concept of e-government is broad if it is further elaborated due to the use of technological principles, which are dynamic and are growing from time to time. Therefore, in this study, the author tries to assess readiness by looking into several implementations, including observing several activities that have been implemented in general within the Banyumas Regency Government, namely Websites, E-Office, and Electronic Attendance so that later can draw general conclusions based on observations of implementation of the three (Perdani, 2016). According to Laeli (2022), E-Government in Banyumas district. By Regional Regulation No. 26 of 2009 concerning the organization and work of the Banyumas district regional office.

Banyumas Regency is one of the districts that continually strives to improve quality and expand the use of e-government. With ongoing efforts by the government, the level of use of e-government is good enough.

Implementation of E-Government at BKPSDM Banyumas Regency

The Personnel and Human Resources Development Agency (BKPSDM) of Banyumas Regency, as a Regional Apparatus Organization, has the task of ensuring the smooth implementation of regional personnel management. In its efforts to address strategic issues and the challenges of changes and developments in the external environment, improving services in the personnel sector is deemed necessary, especially for Civil Servants within the Banyumas Regency Government. BKPSDM Banyumas Regency is the only district with a regional e-government regulation; this shows that the institution concerned can use and develop it (Nurmandi & Kim, 2015; Saintika & Kartiko, 2018).

The quality of public services is primarily determined by the ability and professionalism of the organizers, namely Civil Servants (Shafira & Kurniasiwati, 2021). Therefore, quality staffing services to civil servants will likely motivate them to improve services to the community further (Safriyani, 2018). This is by Fatile E-Government, referring to the use of

information technology by the government that can change the government's relationship with its citizens, as well as business and various other areas of government (Indrajit, 2016).

The implementation of E-Government in Banyumas Regency has experienced several inhibiting and motivating factors; one of the factors that have caused this to happen is human resources from government agencies, and the people who access public services are no exception. These factors continue to be analyzed to build and develop E-Government for the better.

Analysis of the Supporting Capacity Conditions for E-Government Implementation at BKPSDM Banyumas Regency

It is based on the analysis results using George C Edward III's theory, namely the factors of Communication, Resources, Disposition, and Bureaucratic Structure that have existed and have been implemented in Banyumas Regency. It can be concluded from the four that only communication and resources are sufficient to support the implementation of this regional Regulation but also not perfect. Communication factors, for example, consist of transmission, consistency, and clarity of information. It is sufficient in terms of infrastructure resources, but it still needs to be improved in terms of budget and human resources. This factor is the scourge of why implementing the action plan uses a priority scale. The obstacle faced was that in terms of technical personnel, they were overwhelmed because the number of personnel was small. Also, the budget was very minimal because it experienced a reduction every year. On the SKPD side, the HR factor also has an average complaint because if it relates to IT, it is classified as lacking and requires competent people (Perdani, 2016).

Based on critical success factor (CSF) analysis and strategy formulation using the McFarlan quadrant, where the indicators used are the level of project urgency and project complexity, the priorities for the development and integration of information systems in Banyumas district can be mapped in the next five years (Saintika & Kartiko, 2018).

The success of developing an E-Government is also determined by the capacity of human resources because, at its core, E-Government uses information technology in administering government (Saintika & Kartiko, 2021). Utilization of this technology certainly requires human resources (HR) who have competence and expertise in information technology to support the implementation of E-Government. The higher the level of competency and expertise of government human resources, the more ready they are to apply the concept of E-Government.

The E-Government implemented by government human resources concerns information and communication technology in government processes to improve efficiency, effectiveness, transparency, and accountability in administering public service government. The public will get a good impact or influence when the concept is implemented properly and correctly.

4. Conclusion

Based on the results of the research, it can be concluded that the implementation of E-Government in personnel administration services at the Personnel and Human Resource Development Agency in Banyumas Regency is quite good, which is proven through many targeted programs throughout the year because it has principles that continue to develop at each stage. The use and development results from analyzing the inhibiting and driving factors while implementing the E-Government concept programs. Factors supporting the successful implementation of E-Government in Banyumas Regency are communication, for example consisting of transmission, consistency, and clarity of information and adequate infrastructure resources. The obstacle faced was that in terms of technical personnel, they were overwhelmed because of the small number of personnel.

5. References

- Anderson, R. D., & Pelletier, P. (2016). The Government procurement chapter of the trans-pacific partnership agreement: an assessment of its potential impact. *European Procurement & Public Private Partnership Law Review*, 11(4), 270–291. <https://doi.org/10.21552/epppl/2016/4/6>
- Dewi, A. S., & Haryanto. (2019). Faktor-Faktor yang mempengaruhi implementasi e-government (Studi Pada pemerintah daerah tingkat provinsi di Indonesia). *Diponegoro Journal of Accounting*, 2(4).
- Ferdinand, M., Musau, E., & Nyaboga, Y. B. (2020). Effects of E-Procurement implementation practices on procurement of goods, works and services in the national youth service, Nairobi City County. *International Academic Journal of Procurement and Supply Chain Management*, 3(2), 63–82. https://www.iajournals.org/articles/iajpscm_v3_i2_63_82.pdf
- Hapiah, Y. (2011). Analisis implementasi kebijakan pengadaan barang dan jasa pemerintah secara elektronik (E-Procurement Government) di Provinsi Jawa Barat. *Jurnal Ilmu Administrasi: Media Pengembangan Ilmu dan Praktek Administrasi*, 8(1), 5-15.
- Hoekman, B. (2018). Reducing home bias in public procurement: Trade agreements and good governance. *Global Governance*, 24(2), 249–265. <https://doi.org/10.1163/19426720-02402006>
- Indrajit, R. E. (2016). Konsep dan Strategi Electronic Government. Yogyakarta: Andi Offset.
- Laeli, D. Z. N. (2022). Efektivitas penggunaan E-Government di Kabupaten Banyumas. UIN Syarif Hidayatullah.
- Mahdanisa, D., & Nurlim. (2018). Analisis penerapan E-Government dalam pencapaian sistem informasi pada (Dinas Kominfo) Kabupaten Kutai Kartanegara. *Jurnal Gerbang Etam Balitbangda Kab. Kukar*, 12(1).
- Moleong, L. (2016). Metodologi Penelitian Kualitatif Edisi Revisi. PT. Remaja Rosdakarya.
- Muliawaty, L., & Hendrawan, S. (2020). Peranan E-Government dalam Pelayanan Publik (Studi Kasus: Mal Pelayanan Publik Kabupaten Sumedang). *Jurnal Ilmu Administrasi*, 11(2).
- Nugraha, T. J. (2018). E-Government dan pelayanan publik (Studi tentang sleman sukses pengembangan E-Government di Pemerintahan Sleman). *Jurnal Komunikasi dan Media*, 2(1).
- Nurmandi, A., & Kim, S. (2015). Making e-procurement work in a decentralized procurement system: A comparison of three Indonesian cities. *International Journal of Public Sector Management*, 28(3), 198–220. <https://doi.org/10.1108/IJPSM-03-2015-0035>
- Perdani, T., & Herawati, N. R. (2015). Analisis Kesiapan Pemerintah Kabupaten Banyumas dalam Pelaksanaan Perda Nomor 4 Tahun 2012 Tentang Rencana Induk Pengembangan E-Government di Kabupaten Banyumas. *Journal of Politic and Government Studies*, 4(2), 371-386.
- Rahayu, A. Y. S. (2020). Pelayanan Publik dan E-Government Sebuah Teori dan Konsep. Jakarta: PT Raja Gavindo Persada.
- Syafriyani, I., & Zaituna, Y. P. (2018). Penerapan E-Government Dalam Pelayanan Administrasi Kepegawaian: Studi Di Bkpsdm Kabupaten Sumenep. *JPSI (Journal of Public Sector Innovations)*, 3(1), 28-34.
- Saintika, Y., & Kartiko, C. (2018). Perencanaan Strategis Pengembangan dan Integrasi E-Government di Kabupaten Banyumas. *Jurnal Simante*, 6(3).
- Saintika, Y., & Kartiko, C. (2021). Penerapan e-government dalam meningkatkan kualitas pelayann publik di dinas penanaman modal dan pelayanan terpadu satu pitu Kota Bandung Provinsi Jawa Barat. *Jurnal Pemerintahan Daerah di Indonesia*, 12(4).

- Shafira, A., & Kurniasiwi, A. (2021). Implementasi E-Government dalam upaya peningkatan pelayanan berbasis online di Kabupaten Kulon Progo. *Caraka Prabu: Jurnal Ilmu Pemerintahan*, 5(1), 52-68.
- Wicaksono, A. W. (2014). Pengembangan Electronic Government Pada Pemerintah Kabupaten Banyumas. Skripsi, Jurusan Ilmu Administrasi Negara Fakultas Sosial dan Ilmu Politik Universitas Jendral Soedirman.