



## Information technology (IT) policy innovation to improve the quality of public services through the e-government program in Sidenreng Rappang District

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### ABSTRACT

The main research problem is the relationship between the executive and the legislature in the process of formulating the issuance of Regional Regulation No. 7 of 2016 concerning the Wajo Regency APBD. Then, data processing and analysis techniques are carried out through three stages, namely: data reduction, data presentation, and drawing conclusions, then the data sources used are, 1) Primary Data, primary data is a source of research data obtained directly from the original source. 2) Secondary data, secondary data is a source of research data obtained through media or intermediaries or indirectly in the form of books. The purpose of this research is to, 1) to describe and analyze the relationship between the legislature and the executive in the process of formulating the issuance of Regional Regulation No. 7 of 2016 concerning the Wajo Regency APBD, 2) to express Community Responses to the realization of the formulation of the Regional Budget Regional Regulation of the Regency of Wajo. Wajo. The result of this study is that the formulation of the issuance of the Wajo Regency APBD shows that the executive role dominates the issuance of the Wajo Regency Regional Budget Regulation and in the making of the Regency Regional Regulation. Wajo The enactment of the APBD regional regulation did not encounter obstacles that could burden the issuance of the APBD regional regulation which was carried out by the Regent or the executive. The stipulation of the APBD regional regulation occurs as a conspiracy or a clash of political and economic interests between the executive and the legislature. It can be seen that the power relationship between the executive and the legislature is driven by the executive or in this case the Regent of Wajo.

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### 1. INTRODUCTION

The development of information technology (IT) is currently experiencing rapid progress, especially the spread of information technology and internet networks, government internet and telecommunications have even reached remote villages. This technological advancement has had a significant impact on the functioning of government administration, in particular the development of a public service system via the internet called e-government. With the help of electronic

administration, it enables new types of interaction and communication between local governments, between local governments and the state, between the state and the people, and between the state and business. Therefore, the use of e-government in the public sector plays a very important role in fulfilling the government's desire to improve the quality of public administration services, namely services that are better visible and transparent.

Through the internet, the public can find out what are the requirements for processing a case, for example SITU, SIUP, birth certificates and others, how much it costs and how long the process takes. This ensures cost and time security, which is often a problem with conventional attendance services. E-government itself can be interpreted as the use of information technology (Internet, telephone, satellite) by state agencies to improve government efficiency to the public, business and other related groups (World Bank, 2001) with the aim of providing better public services, improving government-business and industry relations, and increasing community participation in making government more efficient. The World Bank explains in detail,

E-Governance means government agencies using information technologies (such as wide area networks, the Internet, and mobile computers) that are capable of changing relationships with citizens, businesses, and other public authorities. These technologies can serve different purposes: better delivery of government services to citizens, better interaction with business and industry, empowerment of citizens through access to information or more efficient administrative management. The result can be less corruption, more transparency, a better user experience, higher revenue and/or lower fees. The World Bank statement above shows that e-government is basically the use of information technology that can improve the relationship between the government and other parties.

G2C (Government to Citizen), G2B (Government to Business Enterprises) and G2G (Government to Government = relations between authorities). From this description it can be concluded that the essence of e-government implementation is that the government disseminates information and interacts with the public, the world, with companies and other government agencies. Therefore, it must be supported by an appropriate information system. A significant information system is not just IT (which is usually implemented on the website), but only part of the information system. In fact, information systems in e-government are more on context and control. With good governance, people no longer have to go to government offices when they need information, they can simply use internet technology to get all the information they need. To ensure this, the information entered into the e-government system should ideally be updated every day according to the dynamics of development and the society in which e-government is implemented. Efforts to develop electronic-based management (use) to improve the quality of public services effectively and efficiently. (Department of Communication and Information RI).

Currently, Indonesia is undergoing fundamental changes in the life of the nation and state, from an authoritarian and centralized system of government to a democratic system of government and the balance of power between the center and the autonomous regions. Ongoing change requires the establishment of good governance that is clean, transparent, and able to respond effectively to requests for change. The government management system, which is a conical and long hierarchy of sectoral authorities and commands, must be developed into a network organizational management system that can shorten the path of decision-making and expand the scope of control.

The council must be able to handle two separate but closely related forms of community needs, namely, the community demands public services that serve the interests of the wider community throughout Indonesia, are reliable and trustworthy, and are easily accessible and interactive, people want their wishes to be heard. Therefore, the government must encourage public participation and dialogue in formulating government policies. To develop a management system and take advantage of developments in information and communication technology, the government and autonomous regional governments must immediately implement the process of converting to electronic administration. With the development of electronic administration, management systems and work processes have been developed in the government and administration of autonomous regional government: - Optimizing the use of advances in information technology to eliminate organizational and bureaucratic barriers; - Building a network of management systems and workflows that enable government agencies to work in an integrated manner, thereby simplifying all information and public

services provided by the government. B. Problems of implementing innovation through e-government to improve public services in Indonesia.

On the other hand, the quality of equipment in some areas is still below standard, making it difficult for work unit heads to distribute tasks evenly. Low wages (traditional reasons) make machines look for extra work through part-time jobs, which usually disrupt routine office activities. In addition, hiring unqualified officials can create problems for office management and result in failure to achieve organizational goals. Loading Work is not shared among all staff, so that there are people who do not have tasks, which can cause an imbalance in workload, which can affect the achievement of organizational goals. It is important to group tasks to determine who should do what and when, and requires equipment to report results and work plans on a regular basis. This division of labor must be accompanied by punishment and reward. The division of tasks must be carried out in writing according to the duties and responsibilities of each work unit, which is equipped with procedures or work processes for each sub-sector to the personnel involved in carrying out their respective functions.

However, this is not easy for all heads of work units, because there are still many factors that can affect the performance of equipment, for example moral and financial factors or weak factors. Income. However, there is no guarantee that an increase in income will result in an increase in performance, because the most difficult thing is changing habits, as difficult as doing things that do not become habits. Decree of the Minister for Administrative Reform No. 81/1993 refers to the service pillars of Indonesia's public service offering: Simplicity, Clarity and Security, Security, Transparency, Efficiency, Economy, Fairness and Timeliness. Ideally, thanks to these standard rules, the service model in Indonesia will take a responsible form.

Therefore, there is absolutely no reason to implement public services so that they are better than service users. From these thoughts and empirical realities, it can be concluded that there are several things that can be used as solutions for evaluation by decision makers in the future, namely first, there are still many cases in the gray area (gray area) within the bureaucracy of many regions. This has become a fertile breeding ground for patronage and opportunities to increase morale among local government officials. Second, local governments still monopolize the use of public service bureaucratic reform by public service providers.

Stagnation still seems to exist and not even a significant change has been seen. This means that every public service is still hindered by bureaucracy which is sometimes absurd. As for public services, normative rules are still enforced which do not explicitly say that everything is "black" or "white", and everything is immediately disguised. Uncertainty of costs and time needed by the public service bureaucracy. This is an example of a special case that requires immediate serious attention from the government, in this case the Ministry of Administrative Reform. According to Lord Acton (1972), power tends to corrupt, but absolute power corrupts absolute (power tends to be corrupt, but absolute power is corrupt). implicitly explaining the context of how those who have been in power for too long tend to abuse their power. The embodiment comes in the form of KKN. Realization of information networks and public service transactions, not limited by time and place barriers, and beneficial to society. 2. Building interactive relationships with the business community, Building mechanisms and channels of communication with all government agencies and providing public dialogue, Building management systems and work processes that are transparent and efficient, facilitating transactions and services between government agencies. Why do we need e-government? Build interactive relationships with the business community, Build mechanisms and channels of communication with all government agencies and provide public dialogue, Build management systems and work processes that are transparent and efficient, Facilitate transactions and services between government agencies. Why do we need e-government? Build interactive relationships with the business community, Build mechanisms and channels of communication with all government agencies and provide public dialogue, Build management systems and work processes that are transparent and efficient, Facilitate transactions and services between government agencies. Why do we need e-government?

## 2. RESEARCH METHOD

Implementation of IT innovation policies through the "Electronic Government" (E-Gov) program as part of improving the quality of public services. What was done in the development of management. The type of research used was qualitative research used as a research procedure that produced written or spoken word descriptions from informants. The type of research used was descriptive, namely a problem-solving procedure investigated by describing the state of the subject or object in research in the form of people, institutions, society and others which are currently based on visible facts or what they are. Informants are people who are in the scope of research, meaning people who can provide information about the situation and conditions of the research background. Researchers used a purposive sampling technique in determining the informants of this study. Purposive sampling is the determination of informants not based on strata, guiding position or region but based on the existence of certain objectives and considerations that are still related to the problems of this research.

### 3. RESULTS AND DISCUSSIONS

E-government development must be harmonious, optimizing the link between the initiatives of each agency and strengthening the political framework to ensure integration in the network of management systems and work processes. This approach is needed to reconcile two interests, namely: Utilizing the understanding and experience of each public service agency that is needed by the community; (16) Interest in designing integrated management systems and work processes. Innovation in the development of electronic management by the author.

Currently, many government agencies and autonomous regional governments have taken the initiative to develop public services through communication and information networks. The conclusion that emerges from the findings of the Ministry of Communication and Informatics is that the majority of autonomous government offices and regional governments are in the first stage (preparation) and only a small number have reached the second stage (maturation). Stage three (consolidation) and stage four (use) were not achieved. A more detailed observation shows that the above initiatives do not indicate a direction towards establishing good electronic governance.

These initiatives are individual bodies; That is, a set of factors such as standardization, information security, authentication and various basic applications that enable interoperability. Less attention is paid to reliable, secure and reliable integration of management systems and workflows in government agencies with integrated public services between agencies. The individual approach is not strong enough to fill the gap in people's ability to go online, so that the reach of public services that can be reached is also limited.

The e-governance innovation proposed by the author is a simple innovation, but assists the government in gathering the information the government needs to support the development programs launched by the government. This author's innovative program is a combination of development strategies and development of digital technology-based public services in place with short message service (SMS)-based technology, which of course is the case. A more forgiving client of government in this regard is the public. Why does the author prioritize short messages or SMS to the public as a way to receive public services from the government because according to the author text messages are simpler than online services, but it is undeniable that public services using online services must also be encouraged because online services produce richer content. However, what the author discusses here relates to the convenience aspect, because the internet is still not well known among civil society in general, among the elderly.

Efficiency and effectiveness Aspects of IT innovation that save government time and budget How to budget policies for e-government development. On the one hand, e-government development is a large-scale activity and requires large investments and funds, on the other hand, the state budget is very limited and is still used for various problems that must be resolved immediately. Therefore, budget allocation for e-government development must be carried out carefully and responsibly so that the limited budget can be used effectively and creates strong leverage for the government. Nice formation, Pamong. Planning cycle, allocation, proper use and evaluation of e-government development budgets is necessary so that the implementation of strategies to achieve e-government strategic goals can work effectively. To avoid wasting taxpayers' money in the budget, it is necessary to develop a planning and budget allocation framework, as shown in the figure below.

E-government development strategy, e-government development strategy in Indonesia considering the current situation, the achievement of electronic management strategic goals must be carried out to develop a service system that is reliable, trustworthy and accessible to the wider community. Organize the overall management system and work processes of the government and the autonomous regional government. Optimum utilization of information technology, Increasing the participation of the business world and developing the telecommunication and IT industry, Increasing the capacity of human resources both in government and in autonomous regional governments, while increasing community e-skills. 6. Carry out system development with realistic and measurable steps.

The community expects that integrated public services are not separated by organizational boundaries and bureaucratic authority. The business world needs information and interactive government support services to respond quickly to market changes and global competitive challenges. The smooth flow of information to support relations with government agencies and encourage community participation is an important factor in shaping good government policy. Therefore, public services must be transparent, reliable and accessible to the wider community through communication and information networks. This strategy includes the following objectives, Expansion and improvement of the quality of communication and information networks throughout the country at a price level intended for the community, if possible with the participation of the business world, Formation of information portals and public services that can integrate management systems and work processes of related government agencies so that the user community is not aware of organizational barriers and authorities in government; This goal is strengthened by guidelines for the duties of government agencies and autonomous regional governments in providing information and public services online.

Creation of a network of support organizations (back office) connecting the information portal above and public services with websites and data processing and management systems related to management systems and workflow of the relevant authorities. This objective includes the development of policies on the use and exchange of information between state institutions and autonomous regional governments. Standardization of electronic document management systems, standardization and data security systems to ensure smooth and reliable flow of data between the above organizations.

Administrative and government work processes must be designed so that advances in information technology can be implemented quickly. This agreement must include a set of goals that individually or collectively provide a framework for building good governance, including but not limited to: Government agencies that focus on community needs are strongly influenced by their ability to provide public services that satisfy the community and can facilitate community participation and public dialogue in shaping government policy. Change management and the development of good governance can only be achieved if it is supported by a strong commitment from all levels of leadership to continue to make changes to management systems and work processes so that the government is able to deal with changing patterns of people's lives which are increasingly dynamic and patterns of international relations are increasingly complex. Government organizations should develop into network organizations where all components of government institutions are represented acting as a hub in a decentralized authority network with the shortest possible decision-making process and clear responsibilities.

The rationalization of regulatory and operational methods, including all phases of change, must be strengthened on the basis of regulatory and operational methods that promote networking, rational partnerships, openness and the private sector. Optimum utilization of information technology. The implementation of any strategy requires the ability to execute, process and mass manage various electronic documents and information according to its level. The development of information technology and the expansion of communication and information networks offer many opportunities for public authorities to fulfill these needs. In order for an optimal network to be created in each authority through the use of information technology, the following objectives must be addressed with this strategy, Standardization related to the interoperability of exchange of information and transactions between government portals. 2.

Development of important applications such as e-invoicing, e-procurement and e-reporting that can be used by all government websites to ensure the reliability, confidentiality, security and

interoperability of information businesses and public services. Development of intra-government networks to support the reliability and confidentiality of information transactions between state institutions and autonomous regional governments, Increase the participation of the business world and develop the telecommunication and informatics industry. Development of public services should not be entirely the responsibility of the state. Business engagement can accelerate the achievement of e-government strategic goals.

Computerized standards, management systems, work processes and websites Expertise and specialization developed in the private sector. While basic public services must be provided by the state, businesses must be able to participate in adding value to information and public services for special needs. The role of the business world in the development of communication and information networks throughout the country is an important factor. Likewise, the role of small and medium enterprises in increasing the availability, quality and volume of internet cafe services must be encouraged to expand the reach of public services.

All relevant authorities must provide support and incentives and review and amend various laws and government regulations that hinder business participation in networks and access to communications and information. In addition, the development of e-government creates a large market for the development of the IT and telecommunications industry. Because the Government and autonomous regional governments must take advantage of e-government developments to grow domestic industry in this field. Because the development of this sector's industry is heavily influenced by market forces and technological developments, support for the industry must cover the widest possible range of government access to markets, research and development support,

Development of human resource capacity both in government and in autonomous regional government and increasing community e-skills. Human resources (HR) such as developers, managers and users of e-government are factors that also determine the implementation and development of e-government and even become the main key. Therefore, the capacity of human resources and internal management must be expanded. Its use is planned carefully and thoroughly according to needs and its implementation is gradual and continuous. This is done through formal and informal education channels and the development of competency standards required for the development and implementation of e-government.

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Countries should use the development and standardization of computerized management systems, work processes and websites. Expertise and specialization are developed in the private sector. While basic public services must be provided by the state, businesses must be able to participate in adding value to information and public services for special needs. The role of the business world in the development of communication and information networks throughout the country is an important factor. Likewise, the role of small and medium enterprises in increasing the availability, quality and volume of internet cafe services must be encouraged to expand the reach of public services.

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Awareness and understanding of the importance of using information and communication technology (e-literacy) both within the state government and autonomous regions as well as the general public for the development of an information culture in order to create an information society. Synergistic use of education and training resources, including ICT tools, owned by governmental and non-governmental/city agencies. Develop guidelines for conducting training and Design training for state institutions in such a way that the training outcomes meet the requirements of e-government development and implementation. Providing education and training in the field of information and communication technology for implementing agencies that manage information and communication activities, as well as for officials who are responsible for public services and for heads of units/institutions; and facilitating the training of prospective trainers and educators as well as prospective ICT practitioners who are expected to be able to transfer their knowledge/skills to the people around them.

Increasing the capacity of distance learning (distance learning) through optimal use of information and communication technology, to reduce equity or inequality of human resources in the field of information and communication technology between regions. 6. Changes in mindset, attitude and work culture of government apparatus that support e-government implementation by disseminating/explaining e-government concepts and programs as well as examples of successful e-government implementation (best practice). Increase motivation by giving awards/awards to all human resources in the field of information and communication in the central and local governments as well as the community, who actively translate innovation into works that are beneficial for the development and implementation of e-government.

#### **4. CONCLUSION**

From the results of the research above, it can be concluded that the relationship between the executive and the legislature is so developed and well-established that although there was debate between the two institutions in the discussion session of the regional budget regulation, departing from the results of field observations and interviews with informants that in the formulation of the issuance of the Wajo Regency APBD, it can be seen that the role of the executive dominates the issuance of the Wajo Regency Regional Budget regulation and the establishment of the Regional Budget regional regulation does not face too many obstacles because several interests have accommodated its stipulation. The district head or regional government of Wajo Regency is able to hold control of power and legislative position, this is reflected in the formulation of the APBD Regional Regulation. A conspiracy or a process of political and economic interests playing out or in other words there is a collusion between the executive and the legislature in the process of establishing the District Budget Regional Regulation. Wajo and the basis for determining the number of Perda APBD is one of them is to accommodate the political and economic interests of the executive and legislature. The relationship between the executive and the legislature has quite good communication, this is reflected in the formulation of the Wajo Regency regional budget regulation and it seems that the DPRD is a unit of the executive in running the wheels of government, in the sense that the DPRD is a supporting party for all work program activities to be carried out or carried out by the Regent, power relations between the executive and the legislature are driven and dominated by the executive, in this case the Regent of Wajo.

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