

Implementation of an Electronic-Based Government System (SPBE) at the Muaro Jambi Regency Communication and Information Service

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Abstract

This research aims to investigate the implementation, inhibiting factors, and actions taken in implementing an electronic-based government system at the Muaro Jambi Regency Communication and Information Service. This research uses qualitative methods with a qualitative descriptive approach, and collects data through observation, interviews and documentation. Data analysis involves reducing data, presenting data, and drawing conclusions. The research results show that the implementation of an electronic-based government system in the Muaro Jambi Regency Diskominfo has an important role in increasing government efficiency and transparency. The main obstacle in implementing this system is the lack of human resources with adequate information technology knowledge. To overcome this challenge, the Muaro Jambi Regency Communication and Informatics Service needs to increase the competency of human resources in the field of information technology. Thus, it can be concluded that the implementation of the Electronic Based Government System (SPBE) in the Muaro Jambi Regency Communication and Information Service has not achieved optimal results, which can be seen from the steps that have been taken.

Keywords:

Electronic Government, Public Services, (SPBE).

Introduction

Implementation in the context of the public policy process is the stage where policies that have been formulated with clear objectives are implemented through a series of activities. The aim is to convey policies to the community so that they achieve the expected results. Implementation, in essence, involves providing the means to achieve a particular goal, with a specific impact or consequence on the thing being targeted.

Meanwhile, information technology, especially the development of Internet technology, is experiencing rapid growth. Nowadays, Internet technology is in the spotlight and the focus is increasingly on its usability, which makes it easier for users to understand and use various Internet features. Information technology is used widely in various sectors, including education, health, government, and business. System, in this context, refers to a collection of components and elements combined to achieve certain goals in various fields.

The times marked by advances in information and communication technology provide opportunities for the government to carry out various innovations in developing state apparatus through the implementation of SPBE (Electronic Based Government System), previously known as e-Government. This refers to the use of information and communication technology in government administration to provide services to various parties, including central and regional government agencies, public officials, business actors, the community, and others.

SPBE is expected to be able to advance open, participatory, innovative and responsible governance, as well as strengthen cooperation between government agencies and the business world to achieve common goals. In addition, the aim is to improve the quality and accessibility of public services to the wider community, as well as reduce the potential for abuse of power such as collusion, corruption and nepotism through the implementation of an electronic monitoring and reporting system for public complaints.

In an effort to realize good governance based on information technology and innovation, human resources are considered the most valuable and central assets in an organization. Organizations, whatever their form and purpose, are built with a vision for the benefit of humans, which are then managed by humans. Therefore, the role of humans is very important in all organizational activities. The information and communication technology revolution opens up opportunities for the government to improve human resources through the implementation of SPBE, namely government administration that utilizes information and communication technology to provide services to SPBE users.

SPBE has a vision to create an integrated and comprehensive electronic-based government system to improve bureaucratic performance and public services. This vision is a guide in realizing the implementation of SPBE in Central and Regional Government Agencies with the aim of creating an integrative, dynamic, transparent, innovative government, as well as improving the quality of public services that are integrated, effective, responsive and adaptive.

The Muaro Jambi Regency Communication and Informatics Service is a government agency tasked with information and communication. They manage a variety of services, including internet development, internet access, data center infrastructure, online government data and information management, government information security, and government service integration. To carry out these services well, human resources are needed who have adequate qualifications and capabilities.

Rapid developments in information technology (IT) have the potential to rapidly change the ecosystem of life. This is not only beneficial in industry to improve production efficiency, but also has a significant impact on people's quality of life. Information technology enables more accurate, efficient, effective and safe problem solving. Because of this convenience, the government must also pay attention to the use of IT in providing information and services to the public and the private sector, both in administration and public services. This is the basis of the concept of an Electronic Based Government System (SPBE).

However, implementing SPBE requires competent human resources in the IT field. Even though SPBE aims to increase government efficiency, transparency and accessibility, the lack of human resources in information technology in Communication and Informatics (Kominfo) Muaro Jambi Regency can be an obstacle in making this happen.

Literature Review

Public policy refers to actions chosen and implemented by the government, not by the private sector. These are steps taken by the government with rational considerations. Public policy is the government's way of defining the rational basis for doing or not doing something. The public policy process involves several stages, including problem identification, agenda setting, policy formulation, policy endorsement, and policy implementation. Implementation is the stage in the policy process where the policies that have been prepared are implemented through government action. Evaluation is also an important part of the policy process to ensure policies achieve their goals.

Public policy is a series of actions carried out by the government with a specific aim for the benefit of society. In this case, the government is responsible for recognizing values that are beneficial to society. Public policy implementation is a key step in the policy process. Policies that are only formulated but not implemented will not have the desired impact. Therefore, implementation must be carried out by considering various factors to achieve the stated goals. Josy Adiwisatra emphasized the importance of implementing public policies. Policies that only exist in the form of plans without practical implementation will be useless. Therefore, it is important to implement policies effectively so that they can achieve the specified goals.

Public policy implementation involves government action in implementing or implementing policy decisions. This includes the implementation of basic policy decisions, whether in the form of laws, executive legislative decisions, or other decisions. Policy implementation is very important in carrying out public policy. The theory of public policy implementation developed by George C. Edwards III identifies important factors in the success of policy implementation, including direct and indirect factors. These factors contribute to the success or failure of policy implementation.

1. Communication

To ensure the success of policy implementation, it is important for implementers to clearly explain the goals and objectives of the policy to the target group. This helps avoid distortions in the implementation process. If the policy goals and objectives are not clearly explained or are not known to the target group, then resistance may arise from that group.

2. Resource

Even though the contents of the policy have been communicated clearly and consistently, successful implementation also depends greatly on the availability of the necessary resources. These resources can be in the form of human resources, such as implementer competence, and financial resources. Successful policy implementation

requires sufficient resources. Without resources, policies will only remain as written documents without real action.

3. Disposition

Disposition refers to the characteristics and attitudes of the implementer, such as the level of commitment, honesty, and democratic orientation. A positive disposition can help implementers carry out policies in accordance with the policy maker's goals. However, if implementers have different attitudes or views from policy makers, this can hinder the implementation process.

4. Bureaucratic Structure

The structure of the organization responsible for policy implementation significantly influences how the policy is implemented. One important aspect of the organizational structure is the existence of Standard Operating Procedures (SOP) which serve as a guide for implementers. An organizational structure that is too complicated or lengthy can result in weak supervision and encourage complicated bureaucracy. This can cause the organization to be less flexible in carrying out its duties.

The development of information and communication technology is currently facing a revolution which opens up innovation opportunities for the government in developing bureaucracy through the implementation of the e-Government system (SPBE). In the initial stages of development, such as administrative reform, there are two main strategies in an effort to change or modernize government administration. First, it includes efforts to restore the role, position and function of institutions as drivers of administrative reform. Second, it involves restructuring the constitutional system, including processes, structures, human resources, and the relationship between state and society.

The e-Government System (SPBE) is one of the implementation steps implemented by the government by utilizing information and communication technology in providing services to the public and SPBE service users. In accordance with Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic Government Systems, the main objective of SPBE is to realize effective, clear, transparent and accountable government administration. With this Presidential Regulation, all government agencies, both central and regional, are required to implement SPBE principles in accordance with the President's instructions.

Implementing SPBE involves three important components, namely administrative governance within the bureaucracy, understanding information and communication technology to support implementation, and services that are easily accessible to users in accordance with the duties and functions of each agency.

One of SPBE's important roles is to support various areas of development. To create an integrated and effective SPBE, good administrative management is key. This is also demonstrated by the formation of the SPBE National Coordination Group which reports directly to the President. The Presidential Regulation clearly states that SPBE users include central and regional government agencies, employees, individuals, communities,

entrepreneurs and other parties who need services. The SPBE principles that must be followed are:

1. Effectiveness, a form of optimizing the use of resources that supports the running of SPBE to meet needs.
2. Integration, a form of resource integration that supports the running of SPBE.
3. Continuity, continuing SPBE efforts in stages, planned and discontinuous according to the stage of development.
4. Efficiency, a form of achievement from the utilization of resources that support the running of SPBE.
5. Accountability, having clear functions and responsibilities from SPBE.
6. Interopability, coordinating and collaborating between electronic systems and business processes for exchanging data and information.
7. Security, maintaining confidentiality, availability, integrity and authenticity of SPBE supporting resources.

Methods

This research applies qualitative research methods, especially qualitative descriptive research methods. In this approach, the data produced is in the form of descriptions in the form of words or statements that can be observed. The research location is based at the Information and Communication Office of the Regent of Muaro Jambi. Research data sources include primary data and secondary data obtained from research subjects. Primary data involves field notes and observations, where researchers observe the implementation of the Electronic Government System (EPBS) at the Muaro Jambi Government Communication and Information Service. Secondary data includes theses, journals, reports, dissertations, legal regulations, and related documents that are relevant to the research topic. The data collection process involves observation, interviews, and recording. Data analysis includes stages of data reduction, data presentation, and drawing conclusions from research findings.

Results And Discussion

A. Implementation of an Electronic-Based Government System at the Muaro Jambi Regency Communication and Information Service

In implementing the Electronic Based Government System (SPBE) in the Muaro Jambi Regency Government, there is already a Regent's Regulation (Perbup) which regulates SPBE. Perbup Number 77 of 2020 entitled "Master Plan for E-Government Implementation of Muaro Jambi Regency for 2020-2024." This Regent's Regulation was prepared with several main objectives, namely:

1. Achieving comprehensive strategic planning in the use of Information and Communication Technology (ICT), which considers and integrates aspects of institutional management, law, regulations, hardware, software, human resources, data communication networks, information systems, and other factors. others dynamically and realistically.

2. Improving service quality, integration and synchronization in planning, implementation and control of E-Government. This aims to increase efficiency in the use of resources and better services to the community.
3. This Perbup is an important guideline in the development and implementation of E-Government in Muaro Jambi Regency, with a focus on holistic planning and providing quality services.

The targets for implementing an Electronic Based Government System (SPBE) include the following:

1. Realizing electronic-based Regional Government.
2. Achieving effective implementation of Regional Government governance in the Regional Government management process.
3. Improving information management and services within the Regional Government to provide optimal public services.
4. Creating a management system and work processes that are transparent, effective and efficient.

The implementation of an Electronic-Based Government System (SPBE) has a significant impact on Human Resources (HR) in the field of Information Technology (IT). These impacts can be summarized as follows:

1. Improving Technological Capabilities: HR in the field of Information Technology (IT) needs to have good mastery of technology and applications related to SPBE. This includes a deep understanding of the use of software, hardware, and technological infrastructure used in those electronic systems.
2. Understanding Basic Concepts and Principles: HR in the IT sector must have a solid understanding of the basic concepts and principles that underlie SPBE. This involves knowing how SPBE works, its benefits, as well as the risks associated with data security and privacy.
3. Increasing Competence: Implementing SPBE requires increasing IT HR competency. They need to have the ability to design, manage and maintain electronic systems with efficiency and effectiveness.
4. Adapting to Technological Changes: IT HR must be able to adapt to technological changes that continuously occur in the development and maintenance of SPBE. This includes an understanding of the latest trends in information technology and the ability to apply them in the SPBE context.

Overall, the implementation of SPBE emphasizes the need for IT human resources to have higher skills, knowledge and competence to face complex and changing challenges in the world of government information technology. Adaptation to Technological Changes IT HR must have the ability to adapt to technological changes that continuously occur in the development and maintenance of SPBE. This includes understanding the latest trends in information technology and applying them in the context of SPBE. Overall, implementing SPBE requires IT HR to have higher skills,

knowledge and competence in facing complex and dynamic challenges in the world of government information technology.

B. Inhibiting Factors in the Implementation of Electronic-Based Government at the Muaro Jambi Regency Communication and Information Service

Inhibiting factors in the development and implementation of SPBE in the Muaro Jambi Regency Communication and Information Service include:

1. **Lack of Human Resources in IT Training:** The role of human resources is very vital in the implementation of Electronic-Based Government Systems (SPBE), and without adequate human resource support, government policies cannot be implemented effectively and efficiently. The results of field research also show that human resources still have weaknesses in terms of expertise, lack of computer training, limited experience in computers, and minimal human resource training in the field of Information Technology (IT).
2. **Limited Funds or Budget:** Implementation of training requires adequate funding allocation. The budget is an important element that has a significant impact on the successful implementation of activities, especially when it comes to "computer science" training. IT setup and management also requires resources and infrastructure which costs money. For training implementation, the budget has a central role in determining the success and smooth implementation of these activities. This is especially true in training related to information technology (IT), where such activities often require specialized resources and infrastructure.
3. **Training Materials and Resources:** A budget is also needed to organize or obtain relevant training materials and resources. This includes books, tutorials, modules, presentations, as well as other resources needed by training participants. Having structured and useful training materials will increase participants' understanding.
4. **Training Management:** Successful implementation of IT training requires effective management. This includes planning, coordination, marketing, attendee registration, website setup, administration, and other management tasks. The allocated funds will be used to support the management of these activities and ensure the training runs well.

C. What efforts should be made by the Muaro Jambi Regency Communication and Information Service to improve SPBE?

The efforts made by Diskominfo to increase SPBE in Muaro Jambi Regency are as follows: In implementing e-Government, the role of human resources in the field of Information Technology (IT) is very crucial. IT employees need to have high skills in technology and related applications and understand the basic principles of systems. Therefore, it is important to improve the skills and competencies of IT human resources to efficiently manage and maintain existing electronic systems, as well as adapt to technological developments. There are several strategies that can be used to increase

budget allocations intended for human resource development in the Information Technology (IT) sector. Some of them are:

1. **Provide a Strong Argument:** Present a convincing argument about the importance of investment in IT human resource development, and show how this investment will have a positive impact on the progress of the organization or country, including innovation, efficiency and competitiveness.
2. **Integration in Strategic Plans:** Integrate IT human resource development in an organization's or government's strategic plan, which can help confirm the urgency of additional budgets.
3. **Comparative Studies:** Conduct comparative research with other organizations or countries that have successfully increased IT human capital through investment, and share examples of this success with stakeholders.
4. **Cost-Benefit Analysis:** Create a comprehensive cost-benefit analysis to demonstrate that this investment will provide significant benefits through increased productivity, innovation, and efficiency.
5. **Detailed Work Plan:** Design a detailed work plan regarding the use of additional budget for IT human resource development, so as to convince stakeholders that the funds will be used effectively.
6. **Data Security:** Highlights the urgency of data security in IT, and explains how this investment will help protect sensitive information.
7. **Collaboration with the Private Sector:** Seek partners or sponsors from the private sector who are willing to invest in IT human resource development through public-private partnerships. However, the implementation of e-Government in Muaro Jambi Regency has produced a positive impact in terms of government efficiency and transparency. Community response and participation towards this system is also very positive. However, there are several challenges, such as limited technological infrastructure in remote areas and low levels of digital literacy among the elderly.

Efforts need to be made to expand internet network coverage in remote areas and increase digital literacy levels through better training and awareness. Apart from that, the e-Government system also contributes to increasing the efficiency of government management in villages and communes. After experiencing training and increased awareness, public acceptance of this system tends to be positive. However, there are several challenges faced, such as limited Internet access in rural areas and system maintenance and security. The plan is to expand the system's functionality, improve integration with other public services, and increase people's digital literacy to overcome these challenges. Meanwhile, the assessment indicators used to assess the implementation of electronic-based government systems in the Muaro Jambi Regency Communication and Information Service are based on the criteria proposed by Edward III. These criteria cover various aspects used to measure implementation effectiveness, such as:

1. Communication:

- a) In order to train workers in the field of Information Technology (IT), Kominfo plans to collaborate with local educational institutions to develop training programs that suit the needs of IT workers.
- b) In this training program, IT workers will be given in-depth knowledge of various aspects of Information Technology, such as programming, computer networks, information security, databases and web technology. They will also receive training in relevant technical skills, such as application development, systems administration, data analysis, and IT project management.
- c) Diskominfo seeks to improve the competence of IT workers through collaboration with local educational institutions and internal training involving experts.

2. Resource:

Based on the information obtained, human resources, especially those related to Information Technology (IT), for implementing the Electronic Based Government System (SPBE) at the Muaro Jambi Regency Information and Communication Service are still limited. This human resource capacity still requires continuous improvement. Likewise, financial resources also need to be increased due to equipment shortages and problems with suboptimal networks, which have an impact on slow policy implementation.

3. Disposition:

In terms of the implementers' attitude towards the implementation of SPBE at the Muaro Jambi Regency Diskominfo, it appears that they can accept and implement this policy with full responsibility. Despite this, the implementers continue to carry out their duties well because it is part of their responsibility.

4. Bureaucratic Structure:

The Kominfo policy has been officially formed and refers to Presidential Regulation Number 132 of 2022. Regarding the aspect of fragmentation or distribution of responsibilities, the Muaro Jambi Regency Communication and Information Service has used the main tasks and functions of each field that have been determined. Although the distribution of responsibilities can create obstacles, with good coordination, this can be a strength that supports effective and efficient policy implementation.

Conclusion

Implementation of the Electronic Government System (SPBE) at the Muaro Jambi Regency Diskominfo plays a very significant role in increasing efficiency and transparency in government. However, the main challenge faced is the limited human resources (HR) who have sufficient experience in the field of information technology (IT). This includes a lack of skills and experience in dealing with technical issues, as well as limited budget allocated for IT needs. To overcome this challenge, the Muaro Jambi Regency Diskominfo

has taken important actions, such as recruiting experts, holding regular training, and participating in IT-related activities. In addition, it is important to allocate an adequate budget to support the equipment, infrastructure, faculty and training materials needed to improve the qualifications of IT human resources and support the development of SPBE. With good budget management, IT training results can be achieved optimally, thereby contributing to the successful implementation of SPBE in Muaro Jambi Regency.

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