E-government sebagai solusi reformasi terciptanya good governance

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Article Info

ABSTRACT

The growing digital era has forced the world to keep up with it. Various aspects of people's lives are now connected to digitalization. In recent years, Indonesia has begun to implement e-government development. This period of political reform, which began in 1997, began to break down the arrogance of the bureaucracy and gave rise to an independent society. People began to demand improvements in bureaucratic performance towards the public in various countries, including Indonesia, which is required to provide e-government services that are considered more effective and efficient for the community. This research uses a descriptive qualitative approach with a literature study method. The results obtained are that in implementing e-government in Indonesia there are several things that need to be considered such as government interaction with the community, the level of effectiveness and efficiency. In Indonesia itself, the application of e-government to support good governance, one of which is e-procurement, which is a process of procuring goods and services that are presented on the website so that it is more transparent.

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Introduction

Increasingly digital era develops this forcing the world to do so balance that era. Various aspect life public now has connected with digitalization. Even the internet has like need for public now. Can said that, globalization is a phenomenon that is not can avoided and must be faced by living communities in Century now. Globalization now understood as form modernization public (B. Irawan & Fikri, 2022; Nurrizqy & Putra, 2024). If reviewed come back, a lot aspect changed life Good economic, social, cultural, political and health. Change This Lots happen even since ancient times. Wheel life Keep going turning and demanding man for adapt with change the. In the current reform era this along progress over time and development technology demand increasing needs elevated, incl need public to government. There is progress technology information moment this naturally become the gap that will illuminate management governance and management from field other. With use and exploit help from progress technology information with maximally and also optimally will help organization for reach point success they in design objective. Future an organization of course highly rated from how quality management they will give impact direct to consumer (Prayitno, 2015; Tauhid, 2018; Yunita & Rahmawati, 2020).

As well as like in Indonesia now counted as a country that still is growing and continuing endeavor for give enhancement to country quality through enhancement management government. In a number of year final Today, Indonesia starts implement development e-government. Counting 15 years since its publication

Presidential Instruction Number 3 of 2003, there is a development survey e-government in Indonesia which makes Indonesia a rank of countries with a high e-government Development Index (EGDI). With the number 0.5258 and is ranked 107th in the world. System integrated technology this give impact to institution public government that can controlled through center government. The ongoing democratic process give lesson for bureaucracy and citizens. Recorded in history since 1945 until the order era recently, the state apparatus was hit impact from situation struggle and politics are not stable. Until the time of the order new, condition the state apparatus does not own Lots change. During the order new, repelita and utilization the state apparatus is positioned as a part from development national. Each cabinet will always There is one person is responsible answer to utilization apparatus, development state administration in the future This succeed compile system modern administration which is in it there is structure institutional, administrative staffing etc (Jauhari et al., 2020).

A period of political reform begins since this year 1997 start tear down loftiness bureaucracy and give rise to independent society. Society begins demand repair performance bureaucracy to public. This matter be marked with continued protests happen good area nor center. Crisis trust this make Lots policy public as well as government programs that do not responsive finally is on point failure. Implementation autonomy triggered area in 2001, and was established policy decentralization with exists Law no. 32 of 2004. Existence decentralization this of course Still give rise to other implications because application this need qualified human resource quality, such as utilization technology information. Utilization This Then open opportunity in implementation participating e -government as well as supported by policy government center (Jauhari et al., 2020; Rustiawan & Rachmawati, 2024).

In Law Number 32 of 2004, the government in operate not quite enough he answered as organizer affairs government operate autonomy area as widely as possible to use organize and manage affairs government area That itself is based on principles autonomy area (Idrus et al., 2017; Vaughan et al., 2021). Therefore, the government need managing system government in serve community. The government runs it his government with Good called with good governance. For Keep going increase performance service government this, in part big governments in various countries including Indonesia are being sued provide service assessed e -government more effective and efficient for public. Revealed by (Hanjani et al., 2023) who quotes from (Hardjaloka, 2014; Layne & Lee, 2001) and stated that: " e-government is effort use technology by the government, esp internet application for increase access and delivery information, as well service government to community, partners businesses, employees, other institutions, and entities government other." Application e-government this can streamline time Work as well as push cost administration, management government will more transparent, as well increase quality performance service for more in accordance with procedure Work. In fact, implementation e-government This get appreciation from public with exists giving award application e- government provided to 15 regional governments (E. P. Irawan, 2017). Giving award this Of course will help government For Keep going forward and on develop e-government in Indonesia in order to achieve it good governance.

Based on from background back above, on writing this writer want to study is implementation e-government moment this has allocated in functions that are in line with and with clear concept so that good governance can created.

Basically, government and governance are two words that have difference however relate One with other. E-government or electronic government is A form government electronics that have Enough Lots description by community and individual. This matter because e-government own universal principles however each country has a different implementation and application process one with other (Afriani, 2022). Revealed according to the World Bank that: " E-government is use technology information by agencies government such as wide area networks (WAN) internet, mobile competitors, which can used for build connection with society, business and institutions government other." Then, UNDP or "United Nations Development Program" joined in disclose that: "government is the application of information and communication technology by government agencies." Besides that, expressed by Indrajit in research by (Kusnadi & Ma'ruf, 2017)those mentioned that: "e-government is use technology information by the government that can possible for government for transformation connection with society, private sector, and also parties who own it interest."

Based on definition the so can is known that e-government is a process carried out by a government that can facilitate as well as he pushed possible relationships improving, stable and fair between government with public for advance business implementing business technology appropriate information. From the definition of e-governance itself explained that implementation of e-governance will give something moreGood to government. This matter because e-government besides push increasing function service government but also helpful for convey more serviceemphasis on good governance. Use technology information in government This intended for administrative processes can done with easy and fast, the search process also processes data more effective

and efficient. On e-government, technology communication No as well as immediately used for help employee government in serve public but it also works as tool service That Alone (Afriani, 2022).

e- Governement own objective for give place in government in more positionsefficient and delivering good comfortto public. This matter Can reachable with increase service in order to have high quality, also include public in take decision. In several developed countries, there are elements that become vision e- government for efficient government can materialized and more transparent. As for vision as following (Afriani, 2022). Personal computer operation done individually, which each employee government for build communication One with others to get interest together. This personal computer will connect with network administration that owns high internet speed so can covering function government center to office local level low. This matter intended for information can channeled in a way equally. Citizens as well perpetrator business own access to government via the government portal.

In Indonesia itself there is four type e-government if grouped based on stakeholder interactions? As for the types as following (Afriani, 2022). (1) Government to Citizens (G2C), government to citizens is implementation general e -government use and purpose for repair relation as well as interaction agency government with society so that they can building is also implemented as portfolio technology information. Interaction government and society this will more easily for accessed through channel sufficient accessLots the variety so that public can fulfil his needs. For example, is, availability service service for extend the permit Driving. With that, society No Again need queued long for extend letter permission driving. (2) Government to Business (G2B), perpetrator business is one from the many stakeholders who hold it role important in governance. Important for government for make scope more businesseasy arranged so that the wheels economy walk with Good. Perpetrator business in do activity, will need lots of data and information usually owned by the government. Perpetrator Business should too own interaction with various institution statehood because matter this relate with rights and obligations organization as A the owning entity profit. Therefore, it is necessary There is relations and relationships Good between perpetrator business with government that does not only focus on practice business However will give Lots impact positive to government If relation the walk with Good. (3) Government to Government (G2G), this era, it is visible that the country's needs are for communicate more intense One with other each time. Need For interact between government One with other No only relate with diplomacy only, however for launch state cooperation with entity in it like society, industry, and enterprise. Work the same thing that was done this form administration, political process, trade, mechanism relation connection social culture and so on. (4) Governement to Employees (G2E), implemented it e-government This Not only for support relation government with government, government with public nor government with company. But also, supportive relation government with his employees. The better system owned by the agency then the staff are working will more increase performance work is also welfare they so that will more optimal in serve public.

Term from good governance this start spread across several countriessince end in the 1980s and became known in Indonesia in 1990. Term This coined by the World Bank as managing system sector public for provide good governance yng Then made as form prerequisite for getting it help development a country. Precondition this triggered because the country received aid funds No experience development However precisely those funds still finished. Explained that, good governance consists from two words, namely good and governance, where good means "good" and governance means "government". The term governance itself arise from the word "Gubernare" which is taken from Language Europe Latin and absorbed by English to be "Govern" which means steering wheel (drive).

Term of Governance has There is for 125 years ago when Woodrow Wilson was the 27th American President introduced governance as part field which study ago used in the literature administration and science politics. Term from good governance keep going experience development side by side with the state and institutions that continue do redefinition and reform regarding the provisions and requirements therein (Afriani, 2022). Until finally defined that good governance is form a government that runs a solid, responsible state answer as well as effective efficient in guard synergy between state, private and community domains (Rafles, 2020).

As for principles main from good governance based on research by (Rafles, 2020)the person citing from (Pratiwi, WIjaya, & Prasetyo, 2013) is as following (1) meaningful accountability that public funds allocated with appropriate in accordance with objective where are the funds? has set or not used in a way illegal, (2) meaningful transparency that system government more open and known in a way general Good policy, implementation process policy Good center nor area, (3) openness (opennes) which means that openness opportunity for public For convey criticism as well as suggestions to the government does n't transparent. (4) Framework law (rule of law) which means each policy public and regulatory legislation must for formulated, determined and implemented based on from procedure institution as well as known by the public and given authority for evaluate policy related.

Service public is all form activities in the form of services provided by the institution providing them service public and as effort in fulfill need recipient service nor implementation provision regulation legislation. Quoted by (Yurman, 2018)the quoter from (Sinambela, 2006) state that: "service public is giving service (serving) people's needs or society that has interest in that person in accordance with rule principles and procedures that have been implemented set." Service public is forming obligation government in give excellent service to public as servant public. Service public on duty for give service need individual or public nor organization that has interest in accordance with prepared rules and procedures.

The service model the public can see from corner giver service as well as perspective user service. Service public this will Better If involve more a little employee so that will give more timeshort. Following is a service model public: (a) Service public must responsive in respond. This matter is ability organization in describe what to be need society, do preparation priority need public as well as development of service programs. The more responsive and fast A organization in respond hope, desire as well as demands inhabitant so the more satisfied recipient service in evaluate organization the, (b) Service fair public, where giver service must treat society in need with fair without looking at social status, ethnicity, religion and so on.

Method

This study employs a descriptive qualitative method with data collection conducted through library research. According to (Tasyah et al., 2021), library research is a systematic and scientific research model involving the collection, organization, and presentation of data based on references relevant to the research objectives. This approach aims to deeply understand the concept of e-government as a reform solution for achieving good governance. Data were gathered from various secondary sources, such as books, scholarly journals, articles, legislation, official government reports, and other publications relevant to the research topic.

Library research was used to analyze how the implementation of e-government supports the principles of good governance, including transparency, accountability, participation, effectiveness, and efficiency. Data analysis was conducted through critical interpretation of theories, concepts, and practices of e-government implementation in various countries, including Indonesia. Through a descriptive approach, this study aims to provide a detailed depiction of the phenomenon, offering a clear understanding of the role of e-government in improving governance and creating more effective bureaucratic reforms. The results of this literature analysis are expected to offer strategic recommendations for future e-government development.

Results and Discussions

History of E-government in Indonesia

E-governance is starting popular in Indonesia since President Suharto resign yourself and more popular after the issuance of Law no. 22 of 1999 concerning government governing area about decentralization. E-government become trigger community for service public better and fairer as well as transparent. This matter joins in supported with it was initiated Instructions President Number 3 of 2003 concerning national policies and strategies development e-government. Apply e-government in Indonesia has mushrooming with level sufficient success diverse. E-government considered as A utilization technology implemented for increase procedure which service the organization government organize it for become government electronics will Keep going developed. Since out Presidential Instruction No. 3 of 2003, e-government experience quite an increase significant. In 2001, the go (.) id domain was created registered and arrived July 2003 user of this domain has reach as many as 247 ago increase fast until as of October 2017, there were 3,882 go (.) Id domain users. Following is the data obtained.

Table I <Amount Domain Registrant go (.) Id Each Year>

Year	Total Number of Registered Domains go (.)id
2017	3,893
2018	4,029
2019	4,139
2020	4,199
2021	332
2022	3,354
2023	3,394

(Pandi, 2024)

The data above is number of user data that registers per month December each the year. Can see that, in 2017 to 2020 experiencedenhancement amount go (.)Id domain registrants but in 2021 experienced decline at 332. However, infurthermore return experience enhancement until in 2023 with number 3,394.

Then, based on survey results conducted by the United Nations e-government Survey in 2022 that shows Indonesia's ranking in develop and implement system government based electronic. From 2014 starting that Indonesia is experiencing increase ranking as many as 29.
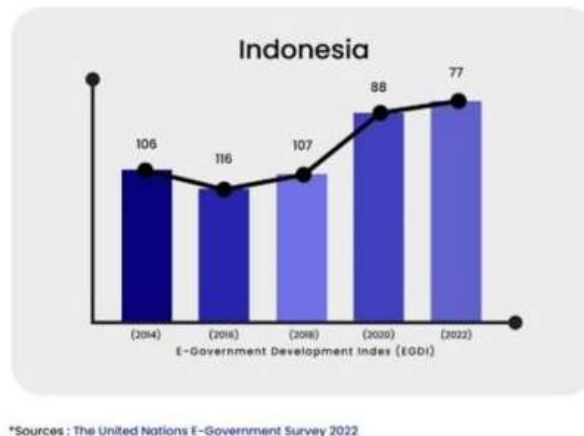
Figure 1 <Indonesian Ranking. Source: (Aptika, 2022)>

Based on the graph above, Indonesia experienced enhancement in a way significant each two the year. In 2014 Indonesia was ranked 106th, in 2016 Indonesia experienced decline to 116, in 2018 Indonesia increased to ranked 107th, in 2020 Indonesia experienced quite an increase Far that is ranked 88th, then in 2022 Indonesia will be ranked 77th increase of 11 places If compared to with year previously. Results of this survey become sign that digitalization must keep going developed, ESP in agency government order services public by ASN continues increase. In evaluation score size Indonesia's performance, Indonesia has invaluable valueGood that is an entering score of 0.71590 predicate as High EGDI. This score is a score above the world average score of 0.4450 and above ASIA regional average score with score 0.5024, as well as above Southeast Asia regional score is 0.5444 (Aptika, 2022).

Factor Important Development *E-government*
Miftah Thoha in his book entitled "Science Contemporary Public Administration" released in 1999, states that: "paradigm knowledge administration public and management government have Lots changed from sarwa Negara to sarwa public. Term administration public can interpret as administration government carried out by the authority's government for interest public. Change this bring great influenceonce in life government". Mentioned changesthis form placement people as position main in measurement succeed or not service bureaucracy government. There are three factors that make that *e-government* is element important in build society and government. As for the third factor as following (Nurhakim, 2014), (1) Communication sector public with giving communityoffer as form participation and interaction between sector public and society. Required time will more shortened, as well increased sense of comfort public with sector public. Besides that's a new process this will help increase understanding and acceptance public with actions taken by the government; (2) Use technology information during the service process the public will chance for delete structure bureaucracy is also too much of a process rotate and not efficient. By realistic, desired goalsachieved is efficiency provided during the service and pressing process cost financial. Information providedin online form of service public will give enhancement knowledge public; and (3) *E-government* give information local. With using the internet in the sector public will give possibility exists competition public local to global development.

Benefits, Goals and Targets *E-government*
Benefit E-government
Proved based on increasing globalizationdevelop to technology information, describe that technology information give very influential benefits in several countries. Benefits receivedthis including in sector service supportive publiclevel effectiveness and efficiency service public. Mentioned by (Irawan, 2015) there is three dimensions that get benefit from exists *e-government* them. (1) Dimensions economy; on dimensions This obtained benefit *e-government* is push cost transaction administration for get capable capacity with the target of improving service coverage as well as quality in convey service, besides it also improves respond to problems can overcome as well as help increase income agency. (2) Dimensions social; on dimensions This obtained

benefit *e-government* is start from exists field worker sector service public, improve system education as well as health, more service targets Good as well as get capacity providing more K3 Good, (3) Dimensions government; on dimensions This obtained benefit *e-government* is to improve it approachability *good governance* with enhancement transparency, accountability, openness or democratic.

Objective E-government

In practice utilization *e-government* is use the internet as intermediary in finish affairs government related service public with public as recipient service. In short, goals from *e-government* this is to grow customers on-line, not in-line. Besides that, *e-government* also stipulates the purpose for which it is given service without intervention employees and systems long queueonly for get simple service. Therefore, it is obtained objective base from utilization *e-government* this is as following (Irawan, 2015). (1) Improved it quality service public with utilized it technology information in administering government processes; (2) It was formed clean, transparent government as well as can respond demands change; And (3) Do repair organization, system management, as well as work processes government.

Target E-government

In operate objective there isdesired targetaimed when implement *e-government.* As for targets this is as following (Irawan, 2015). (1) Shaping network information as well as transaction service quality public;(2) Shaping relationship that has interaction in a way active with the business world for capabilities economy can improved; (3) Shaping mechanism communication between institution the government also provides facility; And (4) Shaping system transparent management and work processes.

Implementation *E-government* in Realize *Good governance*
The most important principle in sector service public is level effectiveness in service so that all over interest public Can accommodated and can fulfilled optimally. Basically, implementation *e-government* is forming challenge for government moment this. Technology information moment This No only works for support management existing governmentthere is but it is also a "driver change". Implementation process *e-government* according to Indrajit statedthat fordo transformation implementation *e-government* done through a number of stages that is first, how *e-government* can change the principle of "service to citizens" becomes "service by citizens. Second, try for change the phenomenon of "citizens in line" becoming "citizens online", in the sense of if public queue and wait in long time to be served, after implementation *e-government* public No must wait a long time and pay expensive for get service, because service done online via the internet. Third, try For overcome the problem of the "digital divide" and guarantees created a "digital democracy" Fourth, in frame For increase efficiency and effectiveness government with replacing "paper based" (manual, paper based) processes document/paper) with implement in a way intact draft from government electronic".

For push government good center nor area for manage the website effectively professionals are also uniformed government domain naming, then Depkominfo trigger Ministerial Regulation no. 28 of 2006 concerning creation of go(.)Id domain. For institutions that have managing government websites more formerly Of course regulation This provide " PR" and existing provisions will become obstacles, meanwhile for medium institution in the website development process then regulation This will made reference in website management. With realized that for return teak self-bureaucracy to function main that is service public and "agent of development" then need understood that technology own influence to structure as well as culture organization. Apply technology information on government will bring system more governmenteffective and efficient in serve public (Nurhakim, 2014). Developing *e-government* is also related with transparency is also accountability, based on Article 23 Paragraph (5) of the '45 Constitution concerning responsibility state finances so an Audit Board was formed Finance For ensure transparency and acceptance objective *good governance* with look after transparency state finances with implementation of an audit from the BPK.

The implementation of e-government in Indonesia has become one of the key strategies in bureaucratic reform, aimed at achieving good governance. E-government leverages information and communication technology (ICT) to support the delivery of public services in a more modern, efficient, and integrated manner. Through this initiative, the government strives to enhance transparency, accountability, and effectiveness in administrative processes. This effort is part of the broader bureaucratic reform agenda to address challenges in the digital era while meeting public expectations for fast, accurate, and easily accessible services.

One tangible implementation of e-government in Indonesia is the development of various digital public service platforms, such as e-LHKPN, e-Procurement, and the Public Service Information System (SIPP). The e-LHKPN (Electronic State Official Wealth Reporting System) is an electronic system developed by the Corruption Eradication Commission (KPK) to facilitate state officials in reporting their assets. This system allows public officials to submit their asset reports online, thereby improving transparency and accountability in

corruption prevention efforts. The public can access this information through the official e-LHKPN portal, which displays announcements of asset reports submitted by state officials to the KPK (Hajar, 2023).

e-Procurement is an electronic system for the procurement of government goods and services, managed by the National Public Procurement Agency (LKPP). This system aims to enhance transparency and efficiency in the procurement process, reduce delays in the completion of public works projects, and promote healthy competition among providers of goods and services. LKPP also manages the e-Catalogue, an online platform listing goods and services that can be directly purchased by government agencies, making the procurement process faster and more transparent (Siregar, 2024).

E-procurement becomes an instrument that help to enable KKN action minus, p this because with the existence of e-procurement can become means open auction so that open more offersrational. Implementation of e- procurement assessed can save state budget 20 to 40%. Selian that, for budget contract small can save up to 50% budget and 23% for contract big. Policy in the process of implementing this e-procurement can done through optimization utilization progress technology to realize good governance (Udoyono, 2012).

SIPP (Public Service Information System) is a digital platform designed to facilitate public access to information and services provided by the government. Through SIPP, the public can obtain information about service procedures, requirements, processing times, and associated costs for various public services. This system aims to improve the quality of public services by providing accurate and easily accessible information, enabling citizens to better understand and utilize the available services (Nugraha, 2024).

The implementation of these three systems represents a significant step in the Indonesian government's efforts to achieve good governance, emphasizing the principles of transparency, accountability, and public participation. These services not only provide easier access for the public but also foster greater involvement in governance processes. This aligns with the principle of participation in good governance, where e-government serves as a more open medium for interaction between the government and the public.

However, the implementation of e-government in Indonesia faces several challenges. A primary obstacle is the disparity in technological infrastructure across regions, leading to unequal access to digital services. Additionally, the readiness of human resources, both users and service providers, poses another challenge. Many government officials lack proficiency in digital technology, while a portion of the population has insufficient digital literacy to access these services. Another pressing issue is data security and privacy, which have become critical concerns as digital systems are increasingly used across various government sectors.

Despite these challenges, the government continues to improve e-government implementation through various strategic programs, such as the National Movement for 100 Smart Cities and Presidential Regulation Number 95 of 2018 on Electronic-Based Government Systems (SPBE) (MAULANA, 2024). These programs are designed to create integrated information systems across sectors and enhance data coordination to support more effective decision-making. With a well-planned and sustainable approach, e-government is expected to serve as a catalyst for achieving more transparent, responsive, and accountable governance, thereby strengthening public trust in the government.

Conclusions

Application e-government in various countries are step large taken in an era of transformation this including Indonesia which is a developing country. Is known that Indonesia occupies ranked 77th in 2022 as a developing country e-government and succeeded use it with Good. Utility e-government This help Indonesian government in streamline as well as make it effective service given public to public so that can free from system still bureaucracy with enough system long- winded. In Indonesia itself application e-government to use support creation good governance is implementation of e-procurement which is a procurement process goods/services which government implements it online or Web- based. Application This create a procurement process more open and transparent and can followed by everyone party.

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