

The Application of E-Government Through the e-Gov Portal Application In Improving The Work Discipline of Civil Servants at the Communication and Informatics Office of Tangerang City

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Abstrak

This qualitative research aims to find out about the application of the e-gov portal application in improving the work discipline of ASN Tangerang City, as well as understanding the obstacles that occur in the application of the e-gov portal application in improving the work discipline of ASN Tangerang City, especially at the Office of Communication and Information. This research method uses descriptive qualitative research methods. The research site is the Communication and Informatics Office of Tangerang City. The research subjects were the Head of the Application Maintenance & Implementation Section, employees, and Computer Programmers. Data collection techniques used were observation, interview, documentation and triangulation. Data analysis techniques by reducing data or summarizing the data obtained, then by presenting data that has a relationship with the title then by drawing conclusions. In the application of e-government according to the results of research and studies from the Harvard JFK School of Government (Indrajit, 2016: 11), "to implement digitalization concepts in the public sector, there are three elements of success that must be owned and considered seriously. Each of these success elements is: support, capacity, and value." Based on the results of the study, it can be concluded that the application of e-government through the E-gov Portal Application in improving ASN work discipline at the Tangerang City Communication and Informatics Office in the Application of E-government in the e-gov portal application can run effectively, both from the Office of Communication and Informatics as the implementer and from the user.

Keywords: E-Government, E-gov Portal Application, Work discipline, ASN

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INTRODUCTION

Technological development has now developed very rapidly. It is undeniable that today almost everyone is familiar with technological advances. The rapid development of technology is very beneficial for the community because they get the information they need. In addition, the development of information technology can also be utilized in the processing, management, transmission, and



dissemination of information and public services. According to mazlan, (2010) Electronic government, taken from the English word "electronic government" or e-gov, refers to the use of science and technology by the government to facilitate information and services to the public, handle business affairs, and matters related to government duties. The concept of electronic government can be implemented in legislative, judicial, or public administration institutions, with the intention of increasing the level of internal optimization, providing better public services, and strengthening the governance process based on democratic principles.

E-government can generally be defined as the use of digital technology to transform government activities government activities, aiming to improve effectiveness, efficiency, and service delivery (Forman, 2005). The term e-government or electronic government refers to the use of information technology by government organizations to make government organizations more effective and transparent. With the existence of e-government, it is expected that services to the public can be better, the internal effectiveness of government organizations is increasing and public access to information in the government environment is getting easier (Kase, 2010).

Electronic government (e-government) in Indonesia has been introduced and initiated through Presidential Instruction no. 3 of 2003 concerning national policies and strategies for the development of electronic government at no. 6 which states that the development of electronic government is an effort to develop electronic-based governance. In order to improve the quality of public services effectively and efficiently.

Quoted from Indrajit (2006: 36) E-government can be explained as a new interaction mechanism between the government and the public and other groups that have an interest, which involves the use of information technology, especially the internet, with the aim of improving service quality. The concept of e-government focuses on electronic-based governance to improve the quality of public services efficiently, effectively, and interactively. In essence, e-government is the use of ICT that improves the relationship between the government and various parties, including the public, businesses, and other agencies.

E-government, in its basic concept, is the use of information technology to improve the interaction between the government and others. There are four different classifications of the new forms of relationships that result from the use of this science and technology. (richardus eko indrajit, 2016); Since the issuance of this regulation, the entire state bureaucratic system has gradually begun to use a digital-based system. Starting from employee attendance, employee activities, employee reports, etc. The regulation reminds every ASN civil servant to act disciplined and follow all guidelines set by the government. Discipline employees to fulfill their duties and avoid as punishment legal prohibitions and/or government orders, non-compliance or violations.

Digital transformation both in the context of strengthening the Electronic-Based Government System (SPBE) the Tangerang city government launched the e-gov portal application. The e-gov portal application is one of the services in the management system and government services used by all Tangerang City Government employees. The launch of the e-gov portal application aims to improve the efficiency of government employee activities by increasing work discipline using an electronic-based government management system. The e-gov portal application is a government service that is only used by ASN tangerang city because it provides functions such as gps-based employee attendance services, event attendance services, employee reporting services, activity services (integration with e-performance applications), e-office menu services (integration with e-office applications) and tangerang live tangerang menu services (integration with tangerang live applications). The benefits and impact to the institution/community are enormous. The gps-based online Employee Service facilitates employee retention through devices on each employee's smartphone. In addition, it facilitates the daily work of employees by integrating and applying it into the e-gov portal application. With this application, it is expected to be able to assist in improving the discipline of ASN in the Tangerang city government in accordance with the rules.

Meanwhile, according to the results of research and studies from the Harvard JFK School of Government (Indrajit, 2016: 11), "to implement the concepts of digitization in the public sector, there are three elements of success that must be owned and considered seriously. Each of these success elements is: support, capacity, and value."

1. Support

One of the main and most crucial elements for the government when implementing the concept of e-government, the presence of "political will" is an important key because without this support, all efforts to develop and prepare e-government will have difficulty achieving success. Bureaucracies tend to operate with a "top down" management model, so support for effective implementation of e-government programs must start from the highest level of leadership. What is meant by support here includes:

- a. It is agreed that the e-government framework is one of the country's keys to success in achieving its vision and mission and should be given high priority as other keys to success are required.
- b. Allocation of a number of resources (human, financial, manpower, time, information, etc.) at every level of government to develop this concept with a cross-sectoral spirit.
- c. Establishment of various supporting infrastructures and superstructures that create a conducive environment for developing e-government (such as clear regulations).

- d. Socializing the concept of e-government evenly, consistently and thoroughly to all bureaucrats in particular, and the public in general, with a sympathetic campaign approach.

2. Capacity

What is meant by this second element is the ability or empowerment of the local government in realizing the e-government "dream" into reality. There are three minimum things that the government must at least have in relation to this element, namely:

- a. Availability of sufficient resources to implement various e-government initiatives, especially with regard to financial resources.
- b. Availability of adequate information technology infrastructure as this facility is 50% of the key to successful implementation of the e-government concept.
- c. Availability of human resources who have the competencies and expertise needed for the implementation of e-government in accordance with the expected benefits. It should be noted here that the absence of one or more of these prerequisite elements should not be used as an excuse to delay a particular government in its efforts to implement e-government, especially since many crucial facilities and resources are beyond the reach (control area) of the government. Instead, the government should look for effective ways to quickly acquire the three prerequisites, for example through cooperative efforts with the private sector, partnering with local governments/ neighboring countries, recruiting the best human resources from the non-public sector, outsourcing various technologies that are not owned, and so on.

3. Value

The first and second elements are two aspects seen from the side of the government as the service provider (supply side). Various e-government initiatives will be useless if there are no parties who benefit from the implementation of the concept; and in this case, it is not the government itself that determines whether or not the benefits obtained by e-government are great, but the public and those concerned (demand side).

The combination of the three most important elements above is the key to success. Or in other words, experience has shown that if the elements that are the focus of a government trying to implement the concept of e-government are outside these areas, the probability of failure of the project will be high.

RESEARCH METHODS

The research used in this study uses descriptive qualitative research, namely analysis that describes the state or status of the phenomenon with words or sentences, then separated according to categories to obtain conclusions² as for this research the approach used is a case study approach, which is a research that is carried out intensively, in detail, and in depth on an organization, institution,

phenomenon or phenomenon. According to Siyoto and Sodik (2015: 28) "qualitative research is research that emphasizes the aspect of in-depth understanding of a problem rather than seeing problems for generalization research".

This type of research is descriptive, namely research to describe individual phenomena, situations, or groups that occur in the present, this research uses qualitative descriptive because it wants to know an overview of the Application of E-Government Through the E-Gov Portal Application in Improving Employee Work Discipline at the Tangerang City Communication and Information Agency. According to Kriyantono (2006) "Descriptive research aims to describe events systematically, factually, and accurately about the facts and characteristics of a particular population or object".

The source of data in this research is field research, which is a source of data obtained from the research field, namely looking for data by means of interviews to obtain more concrete data related to the matter under study. There are 2 kinds of data sources, namely primary data sources obtained from direct observation or interviews, while secondary data obtained from books, journals, articles and documentation sources related to the focus of this research.

Data and information collection techniques from informants using observation, documentation, and interview methods. The object of this research is the Application of E-government in the E-Gov Portal Application. According to husein umar (2013: 18) "the object of research explains what and or who is the object of research. Also where and when the research was conducted. Can also be added other things as well as deemed necessary ".

RESULTS AND DISCUSSION

The results of the study are in accordance with the theory of e-government success according to the results of studies and research from the Harvard Jfk School Of Government Indrajit, (2016: 11). There are three elements of success that must be owned and taken seriously, these elements of success are support, capacity, and value.

1. Support

Support is the main indicator in the successful implementation of e-government is the support of the government. This support is in the form of agreement on the implementation of e-government, the existence of a legal basis for managing data and information and the socialization of the government to employees regarding the implementation of e-government. The findings in the field show four aspects that are the key to successful e-government implementation, including;

- a. Agreement on the implementation of e-government. Informants' understanding of the concept of e-government is already well established.

They believe that the implementation of e-government in the government sector will be more effective. The support provided by the Tangerang City government for the implementation of e-government, namely the e-gov portal application, is agreed upon by each employee. The implementation of the e-gov portal application receives support from the employees of the Tangerang City government and the Department of Communication and Information as the organizer and implementer of the e-gov portal application. The e-gov portal application is present as a form to discipline and provide better performance for the Tangerang City government.

- b. Allocation of a number of resources (human, financial, labor, time, information, etc.). The seriousness of the Tangerang City government in implementing e-government can be seen from several service features that have begun to be developed based on digital, the availability of human resources who are experts in their fields is very influential in implementing e-government in the e-gov portal application.
- c. The development of supporting infrastructure and superstructure in order to create a conducive environment for developing e-government. What is meant by this is that there is a legal basis that makes a reference in implementing e-government on the e-gov portal application. The willingness of the Tangerang city government towards the e-gov portal application by making policies so that this application can run well and the implementation of e-government can run smoothly.
- d. Socialization of the e-government concept evenly and thoroughly. The findings obtained in the field show that before the implementation of e-government, namely the e-gov portal application, the Tangerang city government, especially the communifo office, has conducted socialization in advance. This is supported by employees of the Communication and Information Service (users of the e-gov portal application) who agree with the socialization provided by the Communication and Information Service.

2. Capacity

The second element is Capacity, the ability of the Tangerang city government to implement the e-gov portal application in accordance with the principles of e-government. Ability is an important element in implementing e-government so that it will realize the dream of e-government into reality on the e-gov portal application. The second indicator in the successful implementation of E-Government is the capacity or ability in the implementation of E-Government. These capabilities are in the form of;

- a. Availability of financial resources, The existence of financial resources to support the implementation of e-government is necessary because it determines the adequacy of other resources in the implementation of e-government. A sufficient budget can facilitate the success of e-government.

Based on the results of the interview, the Tangerang City Government explained that the application of the e-gov portal application already has a budget and the budget is separate from the others. And the government fully supports the e-gov portal application.

- b. Availability of Adequate Technology Infrastructure The infrastructure owned by the Tangerang City government in implementing e-government through the e-gov portal application is sufficient, and the facilities provided to employees can fulfill their needs so that employees can easily access the e-gov portal application. The implementation of e-government requires adequate technology, without technology, the success of e-government implementation will not run well. The availability of technology is in the form of hardware or software such as computers, laptops, and smartphones that can support internet networks so that they can access and use employee service facilities, namely the e-gov portal application.
- c. Availability of human resources, the existing human resources of the Tangerang City government employees, especially the Office of Communication and Information Technology, are very qualified and can be said to be in accordance with implementing e-government, in terms of developing e-government, the Tangerang City government has experts in their fields because it is a prerequisite for implementing e-government. Other human resources are also sufficient so that the e-gov portal application can run smoothly and the utilization of technology is getting better.

3. Value

The third element is Value, which means that various e-government initiatives will be useless if there are no parties who benefit from the implementation of the e-government concept. In this case, value is an element that must be owned by the Tangerang City government, value is a tool that shows the fundamental reason that the implementation or situation in the application of e-government can be felt by various groups both from the government itself. The application of e-government in the e-gov portal application can be felt by officials, superiors and employees of the Tangerang city government.

In public institutions, implementing e-government is not easy in principle, so administrators and officials must experience effective use. The Tangerang city government needs strength to develop e-government that is more transparent, effective, clean and efficient.

The benefits felt by the application of e-government in the e-gov portal application are felt by superiors, where superiors can fully control the activities and level of discipline of their employees, because later it will have a good effect on the quality provided to the community. And the benefits given to employees can improve discipline and performance and government work will be easier and better.

CONCLUSIONS

Based on the discussion and series of research results conducted by researchers related to the implementation of e-government through the E-gov Portal Application in improving ASN work discipline at the Tangerang City Communication and Informatics Office, it can run effectively, both from the Communication and Informatics Office as the implementer, as well as from the users of the e-gov portal application. The support provided by the government and the existence of a legal basis make the implementation of e-government and availability such as infrastructure, human resources, and budget for the e-gov portal application has been provided and facilitated by the Tangerang City government. The e-gov portal application also provides significant benefits in accordance with its purpose and function.

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