



Transformation of Public Services Through Electronic-Based Government System in Malang City

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Abstract:

The electronic-based government system is a transformation in the process of providing public services, both internally and externally through technical operations of information and communication technology to improve the quality of public services. It has also been explained, in Presidential Regulation no. 95 of 2018 concerning the Electronic-Based Government System which regulates the National SPBE Master Plan and the integration of electronic services. Thus, public services that have been able to be carried out through a direct interaction process, then with the presence of increasingly sophisticated information and communication technology can provide convenience in providing services through digital devices. The purpose of this study was to determine how effective and efficient the implementation of the model related to "Transformation of Public Services through Electronic-Based Government Systems in Malang City is." The research method used is a literature study method, where the sources and data are through journals, books, and other written sources. The results of research on "Transformation of Public Services Through Electronic-Based Government Systems in Malang City" can use vertical and horizontal integration models to improve public services from "Old Public Administration" to "New Public Service."

Keywords: Malang City, Public Service, Electronic-Based Government System, Transformastion

INTRODUCTION

Public services are carried out with the aim of improving the social welfare of the community, especially for the Indonesian state and carrying out the state goals as stated in the 1945 Constitution, namely promoting general welfare (Nurfitriyana et al., 2014). This is because this public service is one of the central issues in Indonesia and its development has always been an actual one at this time (Mirnasari, 2013). Thus, the shift in the government

system from a centralized to a decentralized system is the first step in the birth of a quality public service (Nurdin, 2019). In addition, the presence of government decentralization in the concept of regional autonomy is one way to create and develop responsive and democratic services (Havianto, 2014). Plus, with the presence of the government as a party that provides services to the community, it must be responsible and continue to strive for quality services in the future (Rukayat, 2017).

Local governments also support improvements in the service delivery process by using various kinds of creativity to carry out the latest innovations, in order to provide welfare to the community (Mouw, 2013). Thus, in relation to the current provision of quality services to the community, it is still not fully channeled or running according to existing expectations and it can be seen that the condition of public services, especially in Malang City is still very far from the actual reality, so this is a serious problem. still ongoing to this day. The number of problems, such as slow, expensive services, and sometimes convoluted implementation mechanisms make people continue to demand changes in improving the public service system for the better in the future. In addition, the implementation of public services through electronics or e-government in Indonesia also faces a number of challenges, including improvements that still depend on financial support and an unsupportive bureaucratic culture (Aritonang, 2017). User-friendliness problems have also been predicted in advance (Sukmasetya et al., 2018).

Many government agencies admit that, some service users cannot access digital devices, due to limited infrastructure and the ability to use them (Walton & Rahemtulla, 2020). So, of the many problems faced in providing maximum public services to the community, it has become a mandatory responsibility that must be carried out by the Malang City Government to be able to overcome these problems as a whole, so that in the future problems in the implementation of public services can be handled as soon as possible and in the future can provide satisfaction back to the community. Because, public services must have a system that is able to improve the quality of these services. A good service system is a system that is in accordance with the principles, mechanisms, and standards that have been set, so that in the process of public service there will be no things mixed with irregularities, if this happens it will be seen and known directly later. Therefore, in carrying out the implementation process in the process of providing public services in Malang City, it becomes an important thing in today's social life.

Because, public services are very important today, especially for the order of social life. Public services must always be channeled to the community to the fullest. Thus, excellent service is needed for the sustainability of people's lives today. Therefore, the Malang City Government must have a variety of innovations to be able to provide the best service to the community, especially for the people of Malang Raya. In order to create a harmonious and democratic life in the future.

However, problems related to current services, especially in Malang City which are still often slow, expensive, and convoluted are still being discussed. So, with the support from regional autonomy, it has provided maximum public services according to the needs of the community, so that in the future it can realize one of the goals of the state, namely the welfare of the community, especially for the people of Malang Raya. In addition, there is an urgency on how to improve the quality of public services through the implementation of the electronic-based government system. Because, the public service system must be appropriate and on target with the needs of the community, so that the bureaucratic apparatus must be able to respond to these needs and desires (Kuncoro, 2006). Thus, through the implementation of e-government, spatial boundaries in public services are lost, so that services become faster and easier to access (Aritonang, 2017).

E-Government is also positively related to the performance of local government administration in Indonesia (Sutopo et al., 2017). In addition, the Malang City Government is

a responsive and innovative local government in order to improve the quality of public services through the implementation of the electronic-based government system. Because, Malang City is one area that improves the quality of its public services by utilizing an electronic-based government system, namely directly through the model of information and communication technology. The commitment of the Malang City Government is one of the driving factors to provide maximum public services to the community in the future. Thus, the use of information and communication technology is one of the most powerful innovations to be carried out by the Malang City Government to always be able to improve the quality of its public services, for the satisfaction and convenience of its people. Therefore, the sense of satisfaction felt by the community towards the public service system must always be a top priority at this time. Therefore, the purpose of this research is to find out how effective and efficient it is in implementing the model related to "Transformation of Public Services Through Electronic-Based Government Systems in Malang City.

RESEARCH METHOD

This type of research is a type of research that uses a qualitative descriptive concept, where this method uses qualitative data and is described descriptively. Sources of data in this study were obtained through references or literature, such as journals, books, and other written sources. The data collection technique in this research is to use a literature study technique, where the researcher explores all information related to the topic of the problem to be studied based on the object of research. Technical data analysis uses literature study analysis techniques, where this research is carried out by reading various library sources to find the data needed by taking steps against (Arikunto, 2013) and (Nazir, 2014), which include the following:

1. Collecting sources of study materials that are relevant to the problem in research.
2. Read all the information contained in the research, whether there is information that is in accordance with the background of the research problem.
3. Write the results of the study on the cards provided.
4. Quoting the information contained in the reading can be in the form of quotations (quoting directly) and paraphrasing (using one's own words).
5. Summarize the results obtained.
6. Note down important things by looking first, it is also important to study the index at the back of the book to find pages that relate to what has been noted in the cards provided.
7. Interpret the interpretation of the results obtained.

RESEARCH RESULTS AND DISCUSSION

Electronic-Based Government System

An electronic-based government system or better known as e-government is a government administration process that utilizes the existence of information and communication technology to provide services to its users. Because, in implementing an electronic-based government system in Indonesia, one of the goals is to improve the quality of public services by utilizing this information and communication technology (Azmi & Asmarianti, 2019). Thus, to measure the applied electronic-based government system aims to increase the rate of quality of public services by using e-government indicators that can measure the extent to which the implementation of an electronic-based government system in fulfilling service facilities that can help the community (Papadomichelaki & Mentzas, 2012). In addition, E-GovQual which was first introduced by Papadomichelaki and Mentzas (2012) to measure the extent to which an e-government website can facilitate in providing competent services on effectiveness and efficiency (e-service) to help the community (Widiani &

Abdullah, 2018). Indicators to see it are ease of use (personalization, navigation, and technical efficiency), trust, reliability, content and display of information, and citizen support (Widiani & Abdullah, 2018).

Public services provided must be in accordance with predetermined standards and in accordance with benchmarks in carrying out activities (Paliema et al., 2016). This is because the satisfaction felt by service recipients, namely the community itself, is the result of a comparison of the services obtained by the community with what the community expects so far. Because, on June 9, 2003, President Megawati Soekarnoputri had issued Presidential Instruction No. 3 of 2003 concerning National Policy and Strategy for E-Government Development. Normatively, the Presidential Instruction has initiated the development of e-government in Indonesia. Therefore, in 2018 Indonesia was ranked 107th in the World E-Government Development Ranking issued by the official agency of the United Nations.

Table 1. World E-Government Development Ranking

Country	2008	2010	2012	2014	2016	2018	Rating Average (2008-2018)	Upgrade or Downgrade (2008-2018)
Singapura	23	11	10	3	4	7	10 (3-23)	+16
Malaysia	34	32	40	52	60	48	44 (32-60)	-14
Brunei Darussalam	87	68	54	86	83	59	60 (54-87)	+28
Thailand	64	76	92	102	77	73	81 (64-102)	-9
Filipina	66	78	88	95	71	75	79 (66-95)	-9
Vietnam	91	90	83	99	89	88	90 (83-99)	+3
Indonesia	106	109	97	106	114	92	104 (92-114)	+14
Timor Leste	155	162	170	161	160	142	159 (142-170)	+13
Kamboja	139	140	155	139	158	145	146 (139-158)	-6
Myanmar	144	141	160	175	169	157	158 (144-175)	-13
Laos	156	151	153	152	148	162	154 (148-162)	-6

(Source: United Nations, 2018)

Based on table 1 above, it has been shown that, Indonesia is in seventh place out of 11 countries in Southeast Asia. Since 2003, Indonesia has experienced increases and decreases in rankings and in 2008 Indonesia managed to be in position 92 in the ranking of e-government development out of 193 member countries of the United Nations. Based on official data from the United Nations in 2014, Indonesia is noted to have implemented 4 online public service models, with various presentations used, as mentioned in table 2.

Table 2. Electronic-Based Public Services in Indonesia Based on Stages or Models of E-Government Stages

Stage 1	Stage 2	Stage 3	Total
66, 67 %	73, 91 %	45, 45 %	63, 04 %

(Source: United Nations, 2018)

If, compared to the percentage of electronic-based public services in Singapore in 2012 in Table 3, the difference is clear.

Table 3. Electronic-Based Public Services in Singapore By Stage or E-Government

Stage Model			
Stage 1	Stage 2	Stage 3	Total
100 %	91, 30 %	100 %	96, 74 %

(Source: United Nations, 2018)

Based on table 2 and table 3, it is necessary to note that, the cause of the far ranking obtained by Indonesia compared to Singapore, which always ranks in the top 10 based on a survey conducted by the official agency of the United Nations. This is due to the fact that the use of electronic-based public service delivery processes in Indonesia is still far away, where its use is still 63.04%. Meanwhile, Singapore itself has reached 96.74%, which is almost 100%. Therefore, based on table 2, Indonesia must be able to improve performance in stage 3, namely "network service" which is obtained directly through the mechanism of vertical and horizontal integration models.

Size of Transformation Before and After the Electronic-Based Government System in Malang City

The electronic-based government system is one of the efforts to use telematics to increase the effectiveness and efficiency of government administration, provide better services to the community, provide access to information to the wider community, and make government administration more accountable and transparent to the public (Aminudin & Putra, 2014). Regarding the size of the transformation before the existence of an electronic-based government system model in Malang City, it is still not able to provide significant changes, because in that era still using conventional models by visiting government agencies or offices directly in order to perform a service. Meanwhile, the magnitude of the transformation after the existence of an electronic-based government system model in Malang City can be seen that, all forms of services can be carried out using electronic intermediaries, because the data shows that, the magnitude can be seen from the electronic-based government system, electronic-based government management system, technology audits. information and communication, administration of an electronic-based government system, acceleration of an electronic-based government system, and monitoring and evaluation of an electronic-based government system.

Therefore, e-government here is used in public services with the aim of providing maximum service to the community in the form of delivering information (Juliarso, 2019). The use of information and communication technology includes two things, namely when processing data, processing information, management systems, during electronic work processes, and when using electronics in public service processes with the aim of making it easier for the community (Wicaksono, 2018). In addition, the existence of information disclosure and completeness in e-government will encourage the creation of "good governance" in government, increase transparency, and accountability in institutions or offices providing public services (Juliarso, 2019).

This is because the benefits of an electronic-based government system (e-government) can increase the effectiveness and efficiency of government institutions, provide benefits for improving public services, help achieve certain policy performance or results, and build public trust in the government (Aminudin & Putra, 2014). This is because an electronic-based government system (e-government) will allow a two-way interaction between the government and the community (Sufianti, 2007). Thus, an electronic-based government system (e-government) can later increase productivity, increase efficiency in the government bureaucracy, and increase creativity and innovation from public service providers (Juliarso, 2019).

Transformation of Public Services Through Electronic-Based Government System in Malang City

In the transformation of public services through an electronic-based government system in Malang City, through the development of digital applications and improvement of information and communication technology in Malang City, it will continue to be improved. This is because the concept of an electronic-based government system in Malang City must be improved again, through various innovations from new information and communication applications and technologies towards better services and people's lives in the future. Thus, the transformation of public services through an electronic-based government system or known as e-government in the Malang City Government environment.

Table 4. Public Service Transformation Through Electronic-Based Government System in Malang City Government Environment

No	Agency	Electronic-Based Government System
1	Department of Population and Civil Registration	PAHE (Saving Package), JITSI Application for Teleconference, Only Office, WhatsAct, and Dear Diary
2	Revenue Service	SIMPATDA (Revenue Information System Regions), Online Tax Payments via Automated Teller Machines
3	Public Health Office	SIKNAS Online and P-Care BPJS Health
4	Office of Women's Empowerment, Child Protection, Population Control, and Family Planning	E-PDRT is an application for complaints of domestic violence
5	Regional Civil Service Agency	SIMPEG (Employment Information System)
6	Malang City Police	Panic Button
7	Department of Transportation	ATCS (Area Traffic Control System) and RTTIC (Road Transport and Traffic Information Center)
8	Department of Communication and Information	NCC (Ngala Command Center) and Sambat Online

(Source: Malang City Government, 2017)

Therefore, with a change in the administrative perspective that leaves the perspective of "Old Public Administration" to the perspective of "New Public Service" it is one of the advantages for Malang City. Therefore, in the process of providing public services through an electronic-based government system in Malang City, it must be able to utilize vertical and horizontal integration models, so that in the future the community will find it helpful to access public services, without having to visit government agencies or offices.

CONCLUSION

Public services through an electronic-based government system in Malang City have been successfully implemented as well as possible, especially through optimizing the application of the network service model. Because, with the existence of an electronic-based government system, it will be able to provide convenience for the community, especially the people of Malang Raya. Thus, changes in the process of administering public services from the original still implementing the "Old Public Administration" system to "New Public Service" must be optimized and improved again. Therefore, in the optimization process related to the process of implementing an electronic-based government system in Malang City, it can be done in the "network service" model by using vertical and horizontal integration processes. Therefore, the transformation of public services through an electronic-based government

system in Malang City has provided many benefits, inputs, and various conveniences for today's society, especially for the people of Malang Raya.

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