THE ROLE OF E-GOVERNMENT ANALYSIS IN SUPPORTING PUBLIC TRUST AND INFORMATION DISCLOSURE IN THE CITY OF KENDARI

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ABSTRACT

The uniqueness of this research is the efforts of the Kendari City Government to realize public trust and information disclosure based on the principles of good governance. The purpose of this study is to describe the use of the Kendari City Government website as a means of providing public information. The research method is by observation and interviews with users of the Kendari city website.

The results showed that the Kendari city website is an online public information forum related to transparency, the government's official agenda, data banks, and news covering the performance of the Kendari City Government's performance. Besides, the commitment of the mayor of Kendari is committed to supporting the availability of online services to realize good governance and accountability. Limitations in the use of online services are the lack of experts or human resources in the IT field who are placed to manage the website, have not maximized the performance of *PPID* in formulating and stating information that causes information flow to the website and the absence of legal instruments both in the text and context regulate the existence of the Kendari City Government website.

Keywords: *e-government*, *accountability*, *providers*, *transparency and public services*

A. PRELIMINARY

The development of information and communication technology is growing rapidly in almost all countries in the world, including Indonesia. The era of globalization, which requires people to move quickly and dynamically and act effectively and efficiently in the face of intense competition makes sophisticated information and communication technology very necessary to exist. This case makes some segments of people's lives slowly follow the development of existing information and communication technology, including the trade sector, production of goods and services, education, security, social, politics, including in the field of government.

The progress of information and communication technology in the field of government is realized by a system called e-government or electronic government. E-government is a system where the government uses advances in information and communication technology, especially the internet, in providing services and information to the public. E-government is also a system that will integrate existing government agencies and facilitate the path for the wider community to

access various information needed. The use of e-government systems will further enhance the concept of Good Government or good and clean governance that has been touted by the government for a long time. With an electronic-based government, the old bureaucratic pattern which is full of the intrigue of corruption, collusion, and nepotism is expected to change to a bureaucratic system that is clean, transparent, and accountable in the administration process. E-government will also keep the impression of governments that are not technologically literate or apathetic towards various changes that occur.

The implementation of e-government systems in Indonesia is regulated in the *Instruksi Presiden Nomor 3 Tahun 2003* concerning National Policies and Strategies for E-Government Development. In the Inpres, it is regulated that every government institution, both at the central and regional levels, is obliged to create, develop and implement e-government concepts in each institution, especially concerning providing information to the public. Another thing that underlies the publishing of the Inpres is to provide a clear picture of the mechanism or concept of e-government that must be applied to each institution both at the central and regional levels and to provide the same perception or understanding for all government agencies regarding e-government so that there will be uniformity in implementing e-government systems or concepts in each government agency.

The publishing of the *Instruksi Presiden Nomor 3 Tahun 2003* requires government agencies at the central and regional levels to have a website as a system that will cope e-government itself. In the Southeast Sulawesi province, regional government agencies, both provincial and district governments, have implemented e-government systems. Kendari Government is one of twelve district and city governments in Southeast Sulawesi province that has implemented an e-government system. The site or website of the City of Kendari can be accessed at the address www.kendarikota.go.id or https://kendarikota.go.id/.

The launch of the official website aims to further open the tap of information needed by the community as well as to bridge communication between the Kendari Government and the wider community. If the implementation of e-government runs smoothly and well, it will greatly support the trust and information disclosure by the government to the public/community of Kendari City. The trust and openness of public information are based on the freedom of the public to access various information needed and the government is obliged to provide all the information with the guarantee that the information provided is following facts and contains meanings that are easily understood by the wider community.

However, in the course of the implementation of e-government by the Kendari Government both technically and operationally there are still some shortcomings. Technically, the official website of the Kendari Government is managed by 12 employees under the auspices of the Office of Communication and Information of Kendari Government. However, from 12 employees only 4 people have an educational background in the field of information technology. The next technical factor is that Kendari Government has not had a clear program or main function yet concerning the Information Management and Documentation Officer (*PPID*) as mandated by the Public Information Openness Act.

Operationally, the official website of the Kendari Government has not provided a significant increase in the level of public satisfaction in accessing information. This is evidenced by statistical data where the official website of the Kendari Government only averages 20 visitors per day. Another operational factor that needs to be seen is that the official website of the Kendari Government is not yet integrated with other agencies or agencies within Kendari Government so that visitors to the site do not get complete information about the agency or agency. The implementation of e-government by the Kendari Government as a means to provide information and support the existence of the public trust and information disclosure to realize good governance is still lacking in several sectors. Problems and facts contained in the field make the writer interested in researching on how the role of e-government in supporting public confidence and openness in the people of Kendari City.

Based on these phenomena, the purpose of this study is to find out the Analysis of the Role of E-Government on Supporting the Trust and Openness of Public Information the City of Kendari.

B. LITERATURE REVIEW
a. E-Government

UNDP (United Nations Development Program) in Indrajit (2002: 2) defined e-government simply, namely "e-government is the application of information and communication technology (ICT) by government agencies". (E-government is the application of information and communication (ICT) from the government).

Furthermore, the Organization of Economic Development Community (OEDC) in Budianti (2003: 11) provided an understanding that e-government is a conduit of internet services and activities with other internet uses such as e-consulting: e-government is the common use of information and communication technology in governance with a focus on delivering services and also processing all government activities, and finally, e-government is the capacity to transform public administration through the use of information and communication technology.

From the two definitions put forward by the two international institutions above, we can see that e-government has a key sentence, namely the use of information and communication technology by the government. The utilization of information and communication technology here is more emphasized on the use of the internet in building a system that can open access to information to the wider community and provide facilities for the provision of public services to the public. This system is then built by the government so that people can easily access various needs, especially those related to government services without having to go through long and complicated bureaucratic chains.

b. Good Governance

Good Governance is a good government, among others, participatory, transparent, and accountable. It also includes the objective, fair, and promotion of the rule of law. Good governance ensures that political, social, and economic priorities based on consensus can be heard in making decisions about the

allocation of development resources as explained by UNDP in Srijanti (2007: 230).

Creating a participatory, transparent, and accountable government can be achieved by applying the concept of e-government. This refers to one of the functions of e-government, namely Government to Citizens where e-government will make the interaction between the community and the government easier through access channels provided in the system. So that it can make the community can directly participate or even participate in the policymaking process or other activities carried out by the government. Besides, to realize a transparent and accountable government, the government can provide government information, specifically related to budget management.

c. Trust and Public Information Openness

According to Piotrwosky and Van Rizin (2007) in Dwiyanto (2011: 241) explained that trust in government can be defined as the ability to explain what happens in organizations in the public sector through open meetings, granting access to documents, the publication of information through websites actively, protection against whistleblowers and even through information leakage illegally. In principle, transparency is part of the government's efforts to foster public trust in the government while involving the public in carrying out the controlling function of all efforts or efforts made by the government to improve the welfare of the community.

The principle of trust will always be accompanied by the principle of information disclosure. In Indonesia, the disclosure of public information since 2008 has been regulated in the *Undang-Undang Nomor 14 Tahun 2008*. In article 1 of this law, it is stated that information is information, statements, ideas, and signs that contain values, meanings, and messages both of data, facts, and explanations are presented in various packages and formats following the development of electronic and non-electronic information and communication technology. While public information is information that is produced, stored, managed, sent, and/or received by organizers and other institutions following this law as well as other information relating to public interests. Institutions are executive, legislative, and judicial bodies and other bodies whose main functions and duties are related to the administration of the state, some or all of whose funds are sourced from the state budget and/or regional budget, community contributions, or foreign aid.

C. METHODS

In conducting this research, the writer uses descriptive qualitative research methods. According to Bogdan and Taylor (1975) in Moleong (2000: 3) qualitative research is a research procedure that produces descriptive data in the form of written or oral words from people and observable behavior.

Whereas descriptive research is research that produces field data in the form of words, images, and not numbers. In the research report, the data will contain excerpts to give an overview of the presentation of the report. The data may come from interview scripts, field notes, photographs, videotapes, personal documents, notes or memos, and other official documents (Moleong, 2000: 6).

This study took place in the Kendari Government, the Mayor of Kendari. In this study, the authors made observations on the Kendari Government website to obtain primary data. The authors also took the information by conducting interviews with several parties involved or have competence in the field of research that the authors did.

D. EXPLANATION

In principle, the use of information and communication technology in the field of government are a part of the government's efforts to realize efficiency and effectiveness in providing services to the community, building trust in financial management, and to help improve performance in other sectors. In the field of public services, the use of information technology aims to improve the quality of services and reduce administrative costs that will be incurred by the public. Besides, the existence of public services based on information technology will break the chain of bribery that has haunted the bureaucracy in Indonesia.

In the field of budget management, the government can use information technology by opening financial notes or budget accountability reports through media provided by information technology. Openness will narrow the gap for the occurrence of abuse of authority or corrupt practices in the budget field because financial notes or budget accountability reports opened by the government will be directly monitored by the public so that if there is any slight deviation, the public can immediately report to the authorities.

Information technology also plays a major role in improving patterns of relations between the government and various groups, including the community and the government itself. Communities can easily interact with the government and are facilitated to provide criticism and suggestions if there are government policies or decisions that are contrary to the conscience of the community. The pattern of relations between the government and the government is intended to establish harmonious relations between agencies to improve public services to the community. In the application of the Kendari Government website, many factors support and hinder the trust and openness of public information contained on the website. The first supporting factor is the availability of adequate technological infrastructure. This facility is 50% of the keys to the successful application of the e-government concept (Indrajit, 2006: 17).

Concerning the trust and openness of public information, the availability of infrastructure in question is the existence of applications that provide or facilitate the existence of public information. In the Kendari Government website, there are several applications or content that contain public information, namely the openness content of local budget management, the content of announcements, and some other public information, the data contents of the data bank which contains information about legal products and regional licensing information. These applications are supporting facilities that will facilitate the public as users of information in accessing the desired information.

Commitment from the regional head (mayor) is the second supporting factor in the implementation of the Kendari Government website as a means of supporting public trust and information disclosure. According to Indrajit (2006:

16), that to be able to succeed in the implementation of e-government must begin with a commitment from the leadership or in this case the head of the region concerned so that the implementation of e-government does not merely follow trends. Implementation of the website in this case must provide significant benefits for the public relating to public information. Concerning the commitment of trust and openness of public information, Mr. Adriatma Dwi Putra as the Mayor of Kendari wants to create a government based on the principle of good corporate governance which contains transparency, accountability, and good management.

All information relating to government performance will be posted on the media website. The commitment of a regional head in realizing the trust and openness of public information in his government is a step to improve the image of the bureaucracy that has been impressed rigid and closed. For such commitments that should be addressed more wisely and well transformed by the ranks of the *SKPD* so that government programs related to the issue of public information disclosure can be implemented properly.

In addition to supporting factors, some factors hinder the implementation of the Kendari Government website in realizing public confidence and information disclosure. The absence of a rule of law that oversees the existence of Kendari Government website is the first limiting factor. The absence of legal instruments governing the existence of the website makes the working pattern of periodic updating of information not work properly. This makes Diskominfo of the Kendari section in charge of managing the website difficult to gather information relating to the government performance of each *SKPD*. Besides, the constrained coordination function is also caused by the presence of ego-sectoral between agencies, so that the existence of strict rules that cope with the website and provide a regulatory space to require all *SKPD* to provide public information regularly is very necessary.

The second limiting factor is the non-optimal role of the information and documentation management officer (*PPID*). Limited human resources in the field of information technology owned by the Kendari Government is the third limiting factor. The communication and information department which is the manager of the Kendari Government website currently has only four people who have educational backgrounds in the fields of technology and information. In terms of quantity, of course, the amount is very far from enough and will affect the quality of the management of the Kendari Government website. The existence of competent resources in the IT field is needed so that website management is maximized and ensures that no security problems or malware attack the system of the website. With the maximum management of the website, of course, it will have positive implications on the provision of data and also the convenience of the information user community in accessing the Kendari Government website.

The implementation-government policy in the form of the official website of the Kendari Government is a type of policy of distributing policy. According to James E Anderson in Soenarko 2003: 64), distributing policy is a policy relating to the provision of services and facilities to the community, both individuals and community groups, agencies body or group. The services provided in this case are

services related to providing or providing information access space to the public. Following the understanding of distributing policy, the existence of this website is expected to make it easier for the public to access information provided by the government.

As written in article 2 paragraph 1 it is stated that every Public Information is open and can be accessed by every user of public information. It is further explained in paragraph 2 that the excluded information is strict and limited. Furthermore, in Article 9 paragraph 1 the *Undang-Undang Nomor 14 Tahun 2008* is regulated that everybody is obliged to publish public information regularly, such as regulated in paragraph 2 is information relating to institutions, information regarding the activities and performance of related institutions, information regarding financial statements, and or other information regulated in-laws and regulations. For financial information relating to or about financial disclosure, the Kendari Government website has provided an application that specifically provides this. Reports relate to regional finance, especially the Kendari City Regional Budget are updated regularly on the website. Also, reports on the short-term to long-term development plans of the Kendari Government can be downloaded regularly by information users. Likewise for public information relating to the announcement of the winning bidder and agreements with third parties. Reports listed on the website can be downloaded by the public in the form of pdf files.

Analyzed based on the objective of the *Undang-Undang Nomor 14 Tahun 2008*, public information contained in the Kendari Government website, both information about budget disclosure and information relating to other government activities can be easily downloaded by information users. The principles relating to the ease, speed, and low cost of accessing information have been fully fulfilled by providing information provider applications on the Kendari Government website. This also relates to the definition of distributing policy which is a policy made by the government really to make it easy for the public to access information services by the government.

Related to the issue of trust and openness of public information, actually not only talking about the availability of information for the public but also concerning the issue of data updates that can be enjoyed by data users. This relates to the notion of Trust in public information expressed by Piotrwosky and Van Rizin (2007) in Dwiyanto (2011: 241) which states that how this trust relates to the publication of information that is actively carried out through media websites. Points regarding this issue have also been regulated in article 9 paragraph 1 of the *Undang-Undang Nomor 14 Tahun 2008* which states that every public body is obliged to publish public information regularly. Periodically what is meant is that every information contained in the website is guaranteed so that the public does not only enjoy obsolete information.

On the Kendari Government website, there is still a lot of information that has not been updated regularly. The information includes information relating to legal product information and information on the agenda of government activities including reports related to the realization of the Kendari City Regional Budget. 2 factors cause these problems. The first is that the information and documentation

(*PPID*) official's role is not yet maximized in public information distribution. *PPID,* as regulated in article 13 of the *Undang-Undang Nomor 14 Tahun 2008,* are officials who have the main duties and functions in managing information owned by the region and mapping information into information barriers, namely information that is obligatory to be published and information that is exempt following statutory provisions -invitation. So far, this role has not been maximally carried out by *the PPID* of Kendari.

The existence of the Kendari Government website has been very instrumental in the process of opening information about government performance to the public. The role of the website is very relevant to one of the core points of the *Undang-Undang Nomor 14 Tahun 2008*, including the public as information users get information in an easy, fast, and low-cost way. Some of the information contained on the website reflects the spirit of public information disclosure of local governments as one of the points in the principle of good governance. However, what needs to be paid attention to truly realize the principles of trust and disclosure of public information of Kendari Government through the media website is the presence of strict information and regulations so that the steps in achieving good governance get an understanding from the relevant agencies. Besides that, problems that can hamper the performance of website managers, such as the problem of the absence of a clear legal umbrella, the maximum role of *PPID* and qualified IT personnel that have not been fulfilled in quantity needs to be addressed immediately and sought the best solution so that the website can increasingly play an active role in providing public information where the estuary finally is increasing public participation in overseeing government performance and the government can realize the principles of good governance as a whole.

E. CONCLUSION

Based on the explanation of the results of the research described earlier, the conclusion that can be drawn from this study is the analysis of the application of the Kendari Government website is a means to be able to realize public trust and information disclosure based on the principle of good governance. In the Kendari Government website, some applications provide the information needed by the community as information users. The application includes information relating to transparency, the official government agenda, data banks, and news that includes performance activities from Kendari Government.

In its journey, several factors are as supporting and factors that are as a barrier to the development of the website. Factors included in the category of support are the Kendari Government website which is based on user friendly or easy to understand and accessed by users as well as the appearance of the website which is very different from other government-owned websites. Another supporting factor is the commitment of the regional head or mayor of Kendari who fully supports the existence of the Kendari Government website as a means of realizing an open and accountable government.

Factors that become obstacles are among others the lack of expertise or human resources in the IT field who are placed to manage the website. The next factor is the less optimal role of information and documentation management

officials. *PPID* performance is still not maximized in formulating and distributing information causing the flow of information into the website to be slightly hampered. The last inhibiting factor is the absence of legal instruments both in the form of text and context that govern the existence of the Kendari Government website. This results in a lack of coordination between *Diskominfo* as the website manager and other agencies in the context of providing information.

Apart from the factors that hampered the development of the Kendari Government website, the data contained on the website can be said to be quite complete. The public as information users can also access information quickly, easily, and at a low cost. This is following the mandate of the *Undang-Undang Nomor 14 Tahun 2014* concerning Openness of Public Information. However, the problem that needs to be examined is related to the provision of information regularly. On the website, there is still information that has not been updated regularly so that the information is not guaranteed. This must be the focus of the Kendari Government to be able to realize the principles of good governance as a whole.

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