

THE ROLE OF THE BANDUNG CITY GOVERNMENT IN IMPROVING PUBLIC SERVICES THROUGH E-GOVERNMENT

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ABSTRACT

The purpose of this study is to analyze and examine the role of the government in improving public services through E-Government. The background of this research is the application of E-Government to make it easier for people to receive public services. This research is a qualitative research using descriptive analysis, which analyzes the role of the government in improving public services with the application of E-Government. The research method in this study uses observation techniques, namely by making observations, documentation, namely through information in the form of data records and literature, namely reading and studying books or literature, KBBI, the internet and all materials related to this writing. This research takes a case study in the city of Bandung that uses E-Government in the process of administering government and public services. Data collection is carried out by collecting secondary data obtained from the 2020

LKIP *Diskominfo*, Bandung Regency. The results showed that the government succeeded in improving public services through E-Government by obtaining the highest score of 84.03% at the West Java Provincial level and receiving awards in public information disclosure. There are also driving factors so that the Bandung City government has also succeeded in improving and implementing E-Government for the last 5 years and has succeeded in supporting the delivery of information to the public through *Banserv*. Thus, the Bandung City government can organize a government implementation process, especially public services that utilize ICT so that it can run optimally and can encourage community participation in using the official Bandung City website. The advice that researchers can give is the need for support in the form of regulatory readiness that regulates the procedures, procedures and standards of the website system and the integrated and integrated information technology management information system.

Keywords: *Service, E-Government, Bandung*

A. INTRODUCTION

There are many e-government innovations initiated by local governments. E-government, or In the rapidly developing industrial era as it is today, there has been a change in the aspect of government where the government is increasingly competing to improve the quality and effectiveness of public services by implementing and utilizing advances in information and communication technology. One of the strategic steps taken by the government in realizing the improvement of public services is to implement E-Government, this is in line with Dwiyanto's opinion (2015) that in the process of implementing the implementation of government bureaucracy can be developed if it uses information and communication technology (ICT) with the aim of facilitating interaction with the public so that it can encourage public services that are accountability and transparency.

The implementation of E-Government is important because it can reduce failures in the implementation of public services in the government, so that the government must be able to implement it optimally (Muliawaty and Hendryawan 2020). In essence, E-Government is used by the government in carrying out activities both related to self-government and with the community, so the development and utilization of E-Government is important to be carried out as an effort to encourage electronic-based government performance in order to improve and provide services to the community effectively and efficiently. The application of E-Government is carried out by the government with the aim of reforming the concentration in the management system and work processes in government agencies, especially in the aspect of public services, so that later it can facilitate the policy function of the public services provided.

The city of Bandung is one of the cities in Indonesia that implements E-Government in one form of official website, namely <https://www.bandung.go.id> with the aim of facilitating all activities related to public services so that it can be used by the community practically and dynamically. This is also a form of

responsibility from the government towards the development of ICT and is a form of implementation of the *Instruksi Presiden Nomor 3 Tahun 2003* concerning National Policies and Strategies for E-Government Development. There is also a Bandung city local government regulation that supports the implementation of E-Government, namely the implementation of the *Peraturan Walikota Nomor 1338* concerning Technology and Information Governance. However, in the process, the community still lacks confidence and considers that the innovations carried out by the Bandung City government still seem less than optimal. One of the main factors that became a problem in the implementation of E-Government in the city of Bandung was the telecommunications infrastructure and inadequate internet facilities so that there was still information delivery in the aspect of public services that were less than optimal and effective and uneven because there were still people who were difficult to access the website.

So to improve public services in E-Government, the Bandung City government is making improvements and regulations to the public service system and the government is increasingly aggressive to make various efforts, one of which is to develop information and technology (IT) to realize Smart City. The Bandung City Government began to mobilize public awareness of the importance of E-Government and began to develop E-government programs such as improving internet facilities, conducting cable fireplaces and programs to support the development of Smart City in the city of Bandung. Thus, the implementation of E-Government will run optimally and can improve the quality of human resources of government officials as operators in the optimal implementation of E-government.

The following is data on strategic problems that exist in the city of Bandung in 2020 related to the implementation of E-Government in improving public services.

Table 1. Strategic Issues related to the Implementation of Bandung City E-Government in 2020

No	Strategic Issues	Information
1	SDM	IT- Based Human Resources in government, especially in Diskominfo, still does not meet the required targets.
2	Regulation	The governance of laws and regulations such as <i>Smart City</i> Regional Regulations, ICT Implementation and so on, which are in the regions are still not arranged according to existing needs.
3	Network Infrastructure Access	Services related to the existing communication network are still running less than optimally, so the Bandung City government must carry out regular maintenance of facilities.

Source: (Laporan Kinerja Instansi Pemerintah (LKIP) - PPID Kab. Bandung n.d.)

Based on the description above, the purpose of this study is to determine the role of the government in improving public services through E-Government in the city of Bandung.

B. THEORITICAL STUDIES

Government Role

Ramadhan and Masyitah Rahma (2021) revealed that there are several obstacles to the implementation of *good governance*. First, the role of the government is too dominant in the process of planning and implementing development, where the government's dominance is very large in development still tends to cause a development management system that is centralized, stereotypical, ignores the heterogeneity of the community and the area faced so that it shows that such a management system is running ineffectively, inefficiently, and also does not cause adequate community participation.

Second, there is a shift in the role and position of the centralized and dominant state towards the role of a facilitator of society so that it will create consequences for the implementation of a decentralized government system and the role of the government as the second coordinator to create an environment for government administration is urgently needed.

The role of the Government is an effort consciously carried out by a nation, state, and government in order to achieve national goals through planned growth and change towards a modern society. The role of *good governance* is one of the elements that must be interrelated with the government and the private sector. The concept of an electronic system has been recognized for its effectiveness by private parties, which is then considered important to be adopted in the implementation of electronic government. This electronic system is known as electronic government. The problem found related to the realization of good governance is public distrust due to the limitations and weaknesses of the government in management which gives rise to *abuse of power of government officials* (Puspita Sari 2018).

In simple terms, *governance* is the process of public institutions in overcoming public problems, managing public resources, and ensuring the realization of human rights. According to Agbozo and Spassov (2018) The essential nature of *good governance* is to be free from abuse of authority and corruption and with the recognition of rights based on legal government. The ideal conditions mentioned above, related to public services, this study seeks to bring thoughts about the importance of the role of *E-Government* which is able to reduce government failures in the implementation of public services. The most important thing is faster and easier management. In government, the implications of implementing an electronic system can create openness (transparency) as a service provider to the community. The study of the theory between the application of technology and *good governance* concludes that e-government encourages the creation of *good governance* that is effective, efficient, and transparent.

Indarto and Ratnawati (2021) The quality of reliable and weighty government to carry out tasks can be seen with the following characteristics:

- a. Responsibility, that is, with regard to increasing awareness about the desire of the state apparatus to provide accountability, and the authority to hold responsibility.
- b. Transparency, openness, that is, it is related to a desire that is constitutionally based.
- c. Efficient and effective, that is, it is related to a high ability to optimize the expediency of all available resources and funds in order to carry out the task so as to achieve maximum results.
- d. Accountability, that is participating in creating a condition of society and the state apparatus that carries out the task of providing support to the institutions of society about the results of their social duties.

Public Service

Public service is an activity carried out by the government or a bureaucrat to provide assistance to the community in achieving the desired goal. Kurniawan and Najih (2008) argue that public services are all forms of activities carried out by public service providers as an effort to meet public needs whose implementation is in accordance with applicable laws and regulations. Meanwhile, in the *Undang-Undang Nomor 25 Tahun 2009* Article 1 concerning Public Services, it is stated that:

"Public service is an activity or series of activities in order to meet service needs in accordance with laws and regulations for every citizen and resident of goods, services and / or administrative services provided by public service providers".

Dahyar (2019) there are 6 principles of public service which include:

- a. Transparency, that is, open, easy to understand and accessible to all parties who need services.
- b. Accountability, that is, can be accounted for in accordance with applicable laws and regulations.
- c. Conditional, that is, in accordance with existing conditions and in the process of public service be it the giver or recipient of services must still emphasize the principles of efficiency and effectiveness.
- d. Participatory, that is, it can encourage the role of the community in the process of providing public services.
- e. Equal rights, that is, not discriminatory by applying an attitude of equality in providing the services needed.
- f. Balance of rights and obligations, that is, the giver or recipient of public services must be able to meet the needs of their respective rights and obligations.

If in the organization that organizes it, public services or public services can be divided into two (Dwiyanto 2015), namely:

- 1) Public services or public services organized by private organizations are all provisions of public goods or services organized by the private sector, such as for example private hospitals, private universities, and privately owned transport companies.
- 2) Public services or public services organized by public organizations. Which can be further divided into 2 (two) namely:

- a. Primary; is all the provision of public goods/services organized by the government in which the government is the only organizer and the user/client inevitably has to take advantage of it. Examples are services at immigration offices, prison services and licensing services.
- b. Secondary; is any form of provision of public goods/services organized by the government, but in which the user/client does not have to use it because of the existence of several service providers

E-Government

E-government is basically one of the tools to facilitate government performance in serving the community by using technology as a tool to achieve a better quality of public services. The scope of E-Government implementation in government is certainly very broad in proportion to the many duties and responsibilities of the government to regulate and serve its people through various types of transactions and interactions (Nurany 2018). There are many opinions about the meaning of E-Government, one of which is the definition of E-Government according to Indrajit (2009) E-Government is all actions taken in the realm of the public sector by using information and communication technology (ICT) so that the public service process can run optimally. According to Wirtz and Daiser (2018) E-Government is an information technology system developed by the government to improve public services by providing options for the public to get easy access to public information.

There are 3 important factors in the implementation of E-Government, namely:

- a. There are innovations in electronic communication to the public sector and target groups to carry out interaction and participation.
- b. The existence of cyberspace related to public services makes it easier to eliminate inappropriate bureaucratic structures and services are no longer convoluted.
- c. The existence of information that can be offered at the local level. The objectives of implementing E-Government include:
- d. Improving the quality of public services through the use of information technology in the process of government administration.
- e. Establish a transparent government so that it can respond effectively to the demands of change.
- f. Make improvements to the organization, management system and work processes in government so that it can facilitate public services between government agencies.
- g. Establishing a network of information and transactions in public services that are easily accessible and of high quality.
- h. Establish interactive relationships with the private sector to improve the ability of the economy so that it can face international trade competition.

According Prasetijowati et al. (2022) stated that in order for public services to run more effectively, there needs to be encouragement from the government to accelerate the implementation of the E-Government System. Indrajit (2017) also argues that the government can take advantage of opportunities from the technology used in the E-Government System, namely

with information and communication technology, considering that in the future people have alternatives in accessing public services traditionally and modernly.

C. RESEARCH METHODS

The research method used in this study is a qualitative research method using descriptive analysis, namely by analyzing, describing and summarizing the conditions, situations of various data collected in the form of observations, documentation and literature regarding the problems studied that occur (Creswell 2015) . Data collection techniques with observation and literature studies starting from 2017 to 2021. Data analysis techniques in this study use an approach according to Miles, Huberman, and Saldana (2014) which includes data reduction, data presentation and conclusion drawing.

D. DISCUSSION

The Role of the Government in Improving Public Services through E-Government in the City of Bandung

The implementation of good governance is a requirement for all levels of government to realize people's aspirations to improve and realize the quality of public services by implementing and utilizing advances in information and communication technology (ICT) (Gio 2021). The city of Bandung is one of the cities in Indonesia that has implemented E-Government in the form of an official website so that the Bandung City government can provide facilities and infrastructure that are able to accommodate aspirations, questions, complaints and problems in its community (Engkus 2021).

In public services that apply the concept of E-Government, it is organized to meet various needs that exist in people's lives. However, the emergence of the implementation of E-Government in the city of Bandung has a big impact on the city, because there are still obstacles and problems faced such as the community does not understand enough regarding the implementation of E-Government so that there is a need for a role from the government regarding programs or policies that can solve these problems (Rizana et al. 2019).

In order to overcome this problem, the Bandung City government implemented the *Undang-Undang Nomor 14 Tahun 2008* concerning Public Information Disclosure. It aims to provide access to the public in obtaining good and satisfactory information and public services by accommodating the needs of the community quickly and easily, so as to create an effective, informative and integrated complaint service with other Regional Apparatus Work Units (SKPD).

Table 2. Assessment of Information Disclosure by West Java Public Bodies in 2020

No	Public Bodies	Periodic	LLIP	PPID	SLIP	Every Time	immediate	Value
		15%	5%	5%	20%	25%	30%	
1	Kab. Bandung	92,63 %	88,89 %	100,00 %	78,75 %	83,75 %	80,00 %	84,03 %

Source : Laporan Kinerja Instansi Pemerintah (LKIP) - PPID Kab. Bandung n.d.

The following is data on the 2020 West Java Public Agency Assessment related to public information disclosure in the city of Bandung. Based on the data above, the government of Bandung Regency as a Public Agency has obtained the highest score at the West Java Province level by receiving awards in public information disclosure with the Informative Category, while in the Monitoring and Evaluation Category of the Implementation of the Information Disclosure Law, it gets the 4 best categories, namely:

- 1) The best Sera Merta Public Information category.
- 2) Kategori Public Information All The Best Time.
- 3) Best Periodic Public Information Category.
- 4) Best PPID Institutional Category.

This service is classified as a type of Government to Citizens (G-to-C) website and application, because it aims to build interaction between the government and its community. The Government to Citizens (G-to-C) website and application aims to bring the government closer to its people through diverse access channels with the aim that people can easily reach their government in providing services. When compared to research conducted by Novriando, Purnomo, and Salsabila (2020) that the implementation of E-Government in the form of Jogja Smart Service has provided effective services in terms of information and communication in public services and is effective in handling reports that have not been followed up. Meanwhile, in the city of Bandung, community aspiration services are made in the form of websites and applications because they are considered easier to process and access by the public so that they can be used in various regions because their management is easier and faster. This is in accordance with the theory of Indrajit (2017) which states that the creation of access channels for G-to-C applications is aimed at facilitating the interaction of the community and its government, not complicating the interaction between the two.

There are also driving factors in improving public services through E-Government carried out by the Bandung City government, including (Arwati and Latif 2019):

- a. Internal and government management, namely the Bandung City government, provides several concepts that are key in the implementation of E-Government which include the provision of data management facilities, the provision of monitoring facilities for leaders and communication technology facilities with all SKPD.
- b. Public services, namely the Bandung City government provides several services to support the implementation and application of E-Government in improving public services carried out such as information and communication technology service facilities that are caught for the community, provision of fast information for the community and improvement of the economic quality of the community.

The implementation of E-Government by the Bandung City government has the advantage that city problems ranging from simple things to serious things can be directly known and the best solution is sought quickly. In addition, people can be interconnected, and the government can have the ability to control and regulate

the lives of its citizens with the help of information and technology that has been developed (Arwati and Latif 2019). There are several public services that have been developed by the Bandung City government in the implementation of E-Government which include:

1. The lapor.ukp.go.id, as a medium for public reporting on government performance.
2. Bandung Government Official Twitter service, as a medium of open communication between the Bandung City government and Bandung residents.
3. Bandung Question and Answer Portal service, as a medium of communication and discussion about the city of Bandung.
4. Bandung Open Apps service, as a provider of applications supporting services, communications and transactions for access via smartphones.

With these driving factors, the Bandung City government has succeeded in improving public services through the implementation of integrity E-Government and succeeded in improving performance and alternative solutions in the efficiency of using existing resources, especially in the Bandung City Diskominfo. The following is data from Diskominfo's work achievements over the past 5 years.

Table 3 Work Achievements of Diskominfo Ta year 2017-2020

Tujuan	Sasaran Strategis	Indikator Kinerja	TAHUN							
			2017		2018		2019		2020	
			TARGET	REALISASI	TARGET	REALISASI	TARGET	REALISASI	TARGET	REALISASI
Meningkatkan kinerja aparatur dan kementerian penyelenggara pelayanan publik	Terevisunya e-Government yang Terintegrasi	Persentase aplikasi pemerintahan yang Terintegrasi dengan Dashboard Kabupaten Bandung (%)	10%	10%	40%	40%	60%	60%	80%	80%
		Nilai Indeks persepsi kepuasan publik terhadap penyediaan informasi pemerintahan daerah (point)	76	81,85	76,3	82,86	76,3	83,13	76,6	81,81
		Persentase Perangklai Daerah yang mengelola informasi publik dengan baik (%)	80	98,66	100	100	100	100	100	100
Meningkatnya Kualitas Perencanaan Pembangunan Daerah	Jumlah Dokumen Kestatalikan Penunjang Capaian Kinerja Kabupaten Bandung (dokumen)	1	1	1	1	2	2	2	2	
Meningkatnya Tata Kelola Instansi DISKOMINFO	-	Nilai AKIP internal	66	59,20	68	62,58	70	68,01	72	70,82
		Nilai Rate-rata SKP (point)	84	87,32	86	85,02	88	88,96	89	90,41
		Persentase Aset dalam Kondisi baik (%)	95	91,41	95	70,9	95	90	95	88,05

Source : (Laporan Kinerja Instansi Pemerintah (LKIP) - PPID Kab. Bandung n.d.)

Government Efforts in Improving Public Services through E-Government in the City of Bandung

The provision of an official website is very important for the Bandung City government in the hope of providing information that is always updated from news to other information (Mardiana, Adinda, and Isnaini 2021). In public services the city of Bandung provides several services as follows:

- a. Information and communication technology service facilities that can be reached at any time by the public.
- b. Rapid provision of information to the public.
- c. Improving the economic quality of the people of Bandung City through various applications in the E-Government system.

Alia et al. (2021) However, when viewed from the participation of the community, visitors to the official website of the City of Bandung are still very low compared to the large number of people in the city of Bandung. The low public interest is caused by the inhibition of the delivery of more complete information therefore the Bandung City government needs an alternative solution or effort to support the delivery of information to the public through the website, one of which is through *Banserv* (Bandung service). *Banserv* is one of the notification services that can be used to convey information to the public the notification is in the form of a notification in the form of a short message (SMS) if there is information uploaded on the official website of the Bandung City government.

The Bandung City Government also strives to improve quality public services by doing:

- 1) Plan and develop applications that are integrated and approved by all regional devices, so that the applications created do not interfere with the targets that have been set.
- 2) Conducting IT technical guidance to improve the capabilities of existing human resources in the government, so that the implementation of E-Government does not experience serious obstacles.
- 3) Procuring new hardware with a high level of specification for the development of big data applications and databases.
- 4) Making submissions related to increasing the budget for internet bandwidth through the ICT field, so that it will reduce the bottleneck.
- 5) Conduct training and socialization related to E-Government to government human resources and also the community, so that they can develop human resources that have ICT insights.
- 6) Compile and make regional regulations that regulate the governance of informatics applications in the Bandung City government.
- 7) Forming and developing KIM (Community Information Group) in the city of Bandung in collaboration with Diskominfo in socializing to the community, so that the information conveyed runs optimally and is easily accessible to the target group.

E. CONCLUSION

The Bandung City Government began to improve public services by implementing E-Government in the form of an official website, namely <https://www.bandung.go.id> it aims to make it easier for the public to carry out public services practically and dynamically. The role of the government in improving public services, especially in information disclosure, also implements Law No. 14 of 2008 concerning Public Information Disclosure, with the aim that the public can access satisfactory information and public services according to needs.

In addition to this, there are 2 driving factors in improving public services through the application of E-Government carried out by the Bandung City government, namely internal and government management and providing public services that can support E-Government. Thus, the Bandung City government has

succeeded in realizing and improving public services with integrity and efficiency in using existing resources.

Although there are some obstacles such as the low number of visitors to the official website of the City of Bandung due to the inhibition of information delivery, the Bandung City government makes efforts such as *Banserv* which is used to convey information to the public in the form of short passes. The government also makes various efforts to improve public services such as conducting IT-related technical guidance to improve the capabilities of existing human resources in the government, procuring new hardware that has a high level of specifications and so on, so that the implementation of E-Government can run optimally.

The suggestions and recommendations that researchers can provide related to the research above are:

- 1) There needs to be support in the form of readiness of regulations governing the procedures, procedures and standards of the website system as well as an integrated and integrated information technology management information system.
- 2) To increase understanding and equalize perceptions about the application of E-Government in the city of Bandung, it is necessary to conduct workshops or socialization about the E-Government website for ASN employees (all levels) within the Bandung City Government and related stakeholders (Government, Business and Community).

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