An Analysis Of The Implementation Of Electronic Government In Ternate
(Case Study of Department of Agriculture)

Mulya Fitriati

Abstract— The implementation of electronic government in Ternate is not running yet, has attracted the researcher to conduct the research entitled An Analysis of the Implementation of Electronic Government in Ternate. The problem was formulated: how the implementation of electronic government especially in Department of Agriculture? What are the factors that cause implementation of electronic government in Ternate has not run yet? The purpose of the study was to determine how to implement the electronic government in Ternate, especially in Department of Agriculture and the factors that cause the implementation obstructed? To answer these problems and purpose, the success elements of the electronic government development was applied. According to Harvard JFK School of Government, the elements are support, capacity and value. Besides, Moon in Management of Information System stated that e-government consists of willingness and local culture. The data was gathered by interview, observation, and the things related to electronic government in Ternate. It was found that the implementation of electronic government in Ternate had not run well because there were many obstacle factors influenced the development such as there was no support in implementing e-government due to the absence of political will from the government. The limited capacity of finance resources, infrastructure of information technology and inadequate human resources, unwillingness of Ternate communities in using e-government facility and also the custom of Ternate societies that prefer conventional way than electronic media in doing various activities. The suggestions that can be given in order to increase the quality of e-government development are do socialization of utilization of IT in government environment periodically, conduct extensive cooperation with the private sector, increase the number of facilities and infrastructures, increase the quality of human resources by training, and also the socialization to public continuously about the existence of e-government and the utilization.

KEYWORDS: e-government, elements of success

INTRODUCTION
1.1. Background

Electronic Government or e-Government is a form of implementation of the use of information technology for government services to public. Development of Electronic Government is an attempt to develop government organization based electronics in order to increase the quality of public services effectively and efficiently in accordance

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Mulyafitriati, Program Studi Magister Teknik Informatika, STMIK Amikom Yogyakarta, Jl. Ring Road Utara, Condong Catur, Depok, Kec. Sleman, D.I Yogyakarta - Indonesia
Telp: (0274) 884201, Fax : (0274) 884208

with the New Public Management principles as World Bank stated that the utilization of information technology like Wide Area Network, Internet and mobile computing by government to transform the relation with public, business world and interested elements. The delivery of services to the public in Electronic Government paradigm is done via electronic instead of personal interaction. The orientation of cost production efficiency has shifted to oriental that emphasizes on flexibility, supervisor and customer's satisfaction which is the principle of New Public Management (NPM).

In Indonesia, the Electronic Government has been introduced since 2001 through President's Instruction No. 6 Year 2001 about Telecommunication, Media and Informatics states that the government officials should use Telecommunication, Media and Informatics Technology to support good governance and accelerate the democratic process. Then, release the RI President Instruction No.3 Year 2003 about national policy and strategy development of Electronic Government is a serious step of Indonesian Government to utilize the information and communication technology in government process and create Indonesian community-based information. In the development, Electronic Government has been developed stagnantly. The implementation of Electronic Government is still far of what expected since issued of President's Instruction released. Most of government officials still have not assumed the e-government as their priority. The Electronic Government is just assumed as project that must be followed and becomes trend among government officials. Ternate is one of the cities in Indonesia has not yet applied electronic government in running government affairs.

Electronic government is closely related to the budget. The budget needed is not only related to infrastructure cost, but also can gain employee's knowledge and training to provide data services, adding, and tools support treatment, and other costs. The support of financial resources, the availability of human resources or employees that have good competence and skill in implementing e-government greatly influence the success of applying e-government in certain area so that can be customized with the principle of the expected benefits.

The capability of human resources in applying e-government is really required to implement e-government in the world's electronic-based government.

The purpose of e-government is delivering the government services to public effectively. The more online services are available and the more extensive use of these services, the more impacts could be toward e-government.

E-government is the lifeblood of government. The e-government has not shown significant benefits to the effectiveness and efficiency of running of the government and the best public services. The implementation of e-government in making Electronic Identity Card (E-KTP) as civil document that contains the security system or controlling both in administrative side or information technology based on national population database. The resident can have only one identity card that listed in NIK which is the sole identity of every resident and is valid throughout your life. NIK number that written in e-KTP will be the basis of issuance of passports, driving license (SIM), tax ID number, insurance policy, certificates over land rights, and the publishing of others identity documents. (Article 13 UU No. 23 Year 2006 about civil administration) (Arumsari,dkk, 2015)

The implementation of e-government in public services must be applied in Ternate so that the researcher conducted the study about the implementation of e-government in Ternate entitled An Analysis of the Implementation of Electronic Government in Ternate (Case Study of Department of Agriculture)

1.2. The Key Problem

Based on the background that mentioned above, the problem can be formulated as follows:

1. How to implement the Electronic Government in Ternate?
2. What are the factors that support and obstruct the development Electronic Government in Ternate?
3.

1.3. Limitation of the Problem

- The variable was limited at Department of Agriculture in Ternate

1.4. Purpose of the Study

Based on the formulation stated above, the purposes of the study were:

1. To know how to implement the Electronic Government in Ternate
2. To determine the factors that support and obstruct the development Electronic Government in Ternate

1.5 Significance of the Research

The benefits are:

1. To give information and draw closer to certain stake holder like public and private sector.
2. Can update the information provided by Department of Agriculture in Ternate

1. LITERATURE REVIEW

1. Irawati Rahmadani, 2014. The Implementation of E-Government in Department of Education and Culture Tanjung Pinang. This study aimed to investigate the implementation e-Government (website) in Department of Education and Culture Tanjung Pinang and the transparency of information given by government to society. This was qualitative descriptive research. The samples were Head of Department, Head of Basic Education Division, Head of Programming Sub Division, Head of Senior High School Section, Head of Junior High School Section, Middle Education Staff, Website Making Staff in Department of Education and Culture Tanjung Pinang, Headmaster, the deputy head of student/the deputy head of public relations/administration.

2. Erstanti Arumsari, 2015. The Implementation of E-Government (E- KTP). E-KTP is civil document that contains the security system or controlling both in administrative side or information technology based on national population database.

3. Ita Rahmawati, 2013. The Utilization of E-Government to Increase Public Services and Empowerment Disctrict Government

4. Jumadi Simangunsong, 2010. The Development of E-Government in Indonesia. The purpose of this study was to increase public services by implementing E-Government.

5. Hartono, 2010. Electronic-government Empowering the Government and Potential of Web-based Village. The purpose was to build network infrastructure online to the village level. By means of a readily available infrastructure and administrative problem and potential of the village need to get serious attention. The development of the system was done based on System Development Life Cycle (SDLC) method which includes the stages of planning, analysis, design, and the implementation of the system. Method of data collection was done by observation, and interview. The information system that was built by the researcher was web-based and PHP programming language.

2.1 The Definition

2.1.1 Electronic Government

E-Government refers to the use of information technology by institution that has ability to give changing to society, business, and others kind of government (Indrajit, 2002:14). Meanwhile, Clay G. Wescott (the senior officer of Asian Development Bank) tries to define e-Government; a symbol of the utilization of internet by government official that makes changes in it. E-Government's purpose is to deliver the government information clearly to public and business.

The Development of *e-Government*

The development of according to President Instruction (*Inpres*) 3 Year 2003 about the national policy and strategy in developing e-government is the effort in developing electronic-based governance in order to increase the quality of public services effectively and efficiently.

The combination New Public Management (NPM) thoughts with the utilization information technology that can be seen in adminstation phenomenon via internet has created the digital concept of government application or called by Electronic Government as follows:

"e-Government refers to the use by government agencies of information technologies (such as Wide Area Network, the Internet,and mobile computting) that have the ability to transform relations with citizens, businesses, and other arms of government" (Indrajit, 2004:2)

According to Indrajit, (2004:4), there are three similar characteristics of each e-Government definition as follows:

1. A mechanism of new interaction (modern) between the government and society and others concerned stakeholder.
2. Involves the utilization of information technology (especially internet)
3. Improves the quality of ongoing services

Meanwhile, the standard definition by Republic of Indonesian Government as arranged by Communication and Informatics Department (*Keminfo*) is public services that is conducted by government websites which the domain used also refers to Indonesian Government domain (go.id). As a result, based on standard definition, it is not classified as e-Government if there is website that real runs by the government but it does not use go.id domain (the development strategy of E-Government).

President Instruction No.3 Year 2003 about the national policy and strategy in developing e-government is the effort in developing electronic-based governance in order to enhance the quality of public services effectively and efficiently. Through the development of e-Government can manage the system management and work process in government surroundings by optimization the utilization of information technology.

a. The Benefits of Electronic Government

Al Gore dan Tony Blair described clearly about the benefits by applying e-Government concept in a country (Indrajit, 2004:5), those are:

1. Improve the quality of government services to its stakeholder (public, business, and industry) especially the effectiveness and efficiency of work performance in all sorts of the governance life.
2. Enhance the transparency, control, and accountability of government organization in implementing the concept of Good Corporate Governance
3. Decrease significantly total administrative costs, relation, interaction issued by the government and its stakeholder for daily need
4. Give the government chance to obtain new income sources through the interaction with stakeholders
5. Create new public environment that can answer any problem quickly and accurately along with various global changes and trends
6. Empower the society and other stakeholders as government partners in the process of making various public policies evenly and democratic

b. The Success Elements of Developing Electronic Government

Based on the results of study and research of Harvard JFK School of Government (Indrajit, 2004: 15), to implement the digital concept within public sector, there are three success elements that must be concerned. Those are:

1. Support

This is main and crucial element that the government should have; intent from the various public and politic officials to apply the concept of e-Government, not only just follow the trends or argue the initiative that relates to e- Government principles. Without Political Will substance, the construction and development of e-Government is not going to run well. The support is not only just on talk, but also the further supports are expected in the following forms:

1. Agreement on the scope of e-government as a key success of country to achieve nation's vision mission and should be given high priority
2. Socialization of e-government concept evenly, continuous, consistent, and comprehensive to the whole of bureaucrats in particular and society in general through various sympathetic campaign

2. Capacity

The ability or the presence of local government to fulfill e-government dream becomes real. There are three things must be owned by the government with respect to this element. Those are:

1. Availability of sufficient resources to conduct various iniative of e-government especially related to financial resources
2. Availability of adequate information technology infrastructure. This is 50% of the key success of applying e-government .
3. Availability of human resources who have the competence and expertise required so that the implementation of e-government is appropriate with the principle of the expected benefits

3. Value

The first and second elements are two aspects viewed from the government side as supply side. Various of e-government iniative will be useless if there is no symbiotic mutualism as the impacts of that implementation concept. In this case, to measure the benefits derived from e-government is not only among government institution itself but also from society and demand side. The government must really accurate in selecting the priority of e-Gov application that needs to be developed first so that it really gives the significant value toward society.

Besides, other elements of success in developing e-Gov was presented by Moon (2008:168) in the book of Dr.Ir.Eko Nugroho entitled Information System in Management Work; willingness and local culture. Willingness is desire. Willingness can be defined as a commitment emerges to do certain things. Society perception about ICT will influences the desire to use ICT facilities (Stevanus Wisnu W, 2005:3). The factor of willingness can be seen from the influence of e-readiness toward the success of e-Gov. E-Readiness is a ranking to assess the level of preparedness of the country in utilize information technology mainly to implement e-Gov. E-Readiness is a condition that related to the successful of developing e-Gov toward its stakeholders. The measurement approach is done by the ability and willingness of those stakeholders in applying e-Gov context. E-Readiness success can be measured by the achievement of government and society in utilizing it (Stevanus Wisnu W,2005:4).

c. The Stages of Electronic Government Development

As President Instruction No.3 Year 2003 about the national policy and strategy in developing e-Government is explained that implementation e-Government in every government institution refers to national stages of Electronic Government Development and adapted to existing government institution conditions includes:

1. Priority electronic services will be given
2. Condition of information infrastructure owned
3. Condition of ongoing services
4. Condition of budget and human resources owned

Time period of implementation in every government institution is vary depends on the existing condition, but still in the framework of e-government plan nationally. The stages are:

1. Preparation Level

1. Creating the government website in every institution
2. The Education and Training of Human Resources toward e-Government;
3. Providing the public facilities such as Multipurpose Community Center (MCC), Internet Café and etc.
4. Socialization of the existence of electronic information services to public and internal use
5. Developing e-leadership motivation and the importance of E-Government (awareness building);
6. Preparation of the supported regulation

2. Maturity Level

1. Creating interactive public services website, increase search engine facilities, debriefing facilities, and etc
2. Creating the relation with others institutional information websites (hyperlink)

3. Phasing Level

1. Providing electronic transactional facilities like adding the amenities submission form, payment facilities and etc
2. The unification of the use of applications and data with other agencies (interoperability)

4. Utilization Level

1. Creating various applications for G2G (Government to Government), G2B (Government to Bussines) G2C (Government to Community) integrated services
2. Developing the effective and efficient e-Government service
3. Enhancement to the best quality of practice

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