

## Regional Government Strategy for Improving Services to the Community Through Electronic-Based Government Systems

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### ABSTRACT

The implementation of an Electronic-Based Government System (SPBE) in Regional Government is aimed at realizing efficient, effective, transparent and accountable work processes, as well as improving the quality of public services. In order for the implementation of SPBE to run according to its objectives, its implementation needs to be regulated based on the principles of Good Governance. This research uses descriptive analysis as a research method, using a qualitative approach and the research results explain that the implementation of good governance can realize people's aspirations in achieving the goals and aspirations of the nation and state. So it is necessary to develop and implement a clear and real system of participation, transparency and accountability so that the implementation of SPBE in Regional Government can take place in an efficient, successful, clean and responsible manner. Apart from that, innovation in implementing SPBE also provides opportunities to realize policy directions and strategies in order to produce faster, better and cheaper supervision systems, government administration systems and public services. On the other hand, regional governments also need to transform government paradigms and processes by integrating planning services, budgeting services, procurement services and electronic-based performance management services. This will create an HR culture for ASN employees who are able to think creatively, systemically, have a global perspective, have a high work ethic, are able to manage strategic environmental changes, and provide proactive services in accordance with community needs.

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### INTRODUCTION

Along with the rapid pace of technology and information which has a huge impact on all aspects of human life, it seems that government functions are also developing and adapting to changing times (Supriyanto et al., 2021). However, according to the research results of Taufiqurrahman & Azim, (2023) it is explained that, if in the past the function of government was only concerned with the context of making and maintaining laws, however, in the current era of globalization, the role of government is encouraged to prioritize its flexibility so that all the interests of the general public can be served well. The change in government paradigm from rulers to public servants must be realized immediately so that the quality of public services in Indonesia can run according to what is desired (Awaludin, 2019).

In the journal Koniyo & Novian, (2019) revealed that the information and communication technology (ICT) revolution provides opportunities for the government to carry out various innovations and creations, especially those related to the development of state apparatus, one of

which is through the implementation of an Electronic-Based Government System (SPBE) or E-Government. Meanwhile, Febriansyah, (2020) said that the Electronic-Based Government system itself is a government administration that is very centered on the use of information and communication technology to provide various services to its users. This is as stated in Presidential Regulation no. 95 of 2018 concerning Electronic-Based Government Systems which is intended to create government governance that is cleaner, more effective, transparent and accountable and able to provide maximum quality.

National electronic-based government system governance and management is also needed to improve the integration and efficiency of the government system which has been known to be very slow and convoluted, towards an open, participatory, innovative and accountable change, by increasing collaboration between government agencies in carry out government affairs and tasks to achieve common goals. Providing optimal public services also requires innovation that can improve quality and can be termed as a new strategy or a combination of the old with the new in order to be able to face a problem or provide automatic options to manage a much more renewable government system. Innovation in this context has an intangible nature and does not have a specific form because organizational and service innovation is not just based on products that cannot be observed but on the transformation of the actors, namely between each part of an organization and partners. organization (Hartanto & Fauziati, 2022; Akili & Achmad, 2023).

The public's high desire to obtain effective, efficient, transparent and accountable public services requires the government to be able to improve its capabilities in the field of information and communication technology (ICT) so as to support a much more systematic and usable service process. and reducing the level of abuse of authority in the form of collusion, corruption and nepotism through the implementation of an electronic-based public monitoring and complaints system (Hidayah & Almadani, 2022). In general, the use of ICT in supporting public services in regional government agencies and government agencies has actually been supported by national policies and strategies for e-Government development (Presidential Instruction No. 3 of 2003) through the Ministry of Communication and Information regarding the implementation of e-government by prioritizing several main aspects including, 1) Blueprint document 2) e-government application system 3) Guide to preparing a master plan for e-government development and 4) Guide to building government portal infrastructure.

According to Kuru, et al (2021), in order to achieve an implementation of the use of an Electronic-Based Government System that is adequate and user-friendly, it is necessary to use applications regularly to support government performance or operations in exchanging data and information. By implementing this electronic-based system, it is hoped that interaction and communication between regional government, central government, community and business actors can run as it should. So far ministries, institutions and regional governments have implemented SPBE individually according to their capacity and achieved levels of SPBE progress that vary widely nationally (Muhammad Jabarnur, 2022). To build synergy in the implementation of SPBE that has legal force between ministries, institutions and regional governments, a National SPBE Master Plan is needed which is used as a guide for Central Agencies and Regional Governments to achieve an integrated SPBE. The National SPBE Master Plan was prepared by taking into account the direction of policies, strategies and initiatives in the areas of SPBE governance, SPBE services, ICT and HR to achieve strategic goals (Mohi & Botutihe, 2020).

Based on the research results of Muka et al., (2020), various SPBE applications have been produced by Central Agencies and Regional Governments and have contributed to the efficiency and effectiveness of newer government administration. However, the results of SPBE development and its maturity level still vary greatly between Central Agencies and Regional Governments, where based on the results of the Indonesian E-Government (PeGI) ranking in 2015, the average achievement of SPBE implementation in Central Agencies reached an index value of 2.7 (good), while for Regional Government it reaches an index value of 2.5 (poor). This indicates that there are problems in developing SPBE nationally and in fact they have not been able to be resolved to date. Some of the problems that often hamper the process of implementing SPBE in the Regional Government environment so far are the existence of nationally integrated SPBE Governance, SPBE has not been implemented in the implementation of government administration and public services, the reach of ICT infrastructure throughout the region and to all levels of society is not yet optimal. , and finally the limited number of ASN who have technical competence in operating ICT tools (Pratiwi et al., 2020).

At this point, Regional Governments are expected to be able to carry out paradigm and process transformations in the context of more developed electronic-based Regional Government implementation. According to the research results of Qotrunnisa, (2021) that "the transformation of paradigms and processes will certainly create an integrated government process between Central Agencies and Regional Governments so that a complete and comprehensive government unit is formed and produces high-performance government bureaucracy and public services." In fact, in accordance with Article 1 point 1 of Presidential Regulation Number 95 of 2018 concerning SPBE, it is emphasized that SPBE is a government administration that utilizes ICT to provide services to SPBE users. SPBE is not just the use of applications or information systems in the operational work of daily government activities. More than that, SPBE covers several important domains related to public service governance in the era of globalization, for example the SPBE Master Plan, business processes, budgets and expenditures, electronic data and information, government service liaison systems, SPBE service applications and government information security.

The development of information and communication technology has offered solutions in improving the performance of public services that can realize the principles of Good Governance. In the current era of globalization, where information and communication technology is developing rapidly, it certainly influences various sectors of life, including in the field of government, which is realized in a system called an electronic-based government system. The government should always try to improve various services to the public by automating systems and always trying to innovate to provide much better services and mechanisms, so the presence of SPBE is expected to increase efficiency, effectiveness and transparency in the exchange of ideas and information within the scope of the government of the Republic of Indonesia. Indonesia. So, based on the complete description and explanation of the background that has been presented above, the researcher wants to know more about regional government strategies in improving services to the community through electronic-based government systems.

## METHOD

Researchers used descriptive analysis as a research method, using a qualitative approach. According to Sahir (2021) and Yulianah (2022), descriptive analysis is intended as a way to summarize a situation that was ongoing at the time the research was conducted. Meanwhile, Anggito & Setiawan, (2018) define qualitative research as "a research process that produces descriptive data in the form of written or spoken words from people and observable behavior". A qualitative strategy was chosen with the understanding that this research is intended to collect actual data and to explore the research problem in order to obtain the expected results. The use of qualitative research is considered very relevant in public administration studies, especially research that attempts to evaluate and understand society.

## RESULTS AND DISCUSSION

The principle of good governance in the process of implementing Regional Government is a demand for Regional Governments in order to realize a government that is democratic, clean, transparent, accountable, effective and efficient. Good Governance itself contains the meaning of upholding values in the life of national and state society, especially those related to leadership. Apart from that, good governance is also a concrete manifestation of the implementation of clean State Government or good and correct governance through various renewable innovations (Supriyanto et al., 2021; Achmad et al., 2023).

The real manifestation of an electronic-based government system has been implemented and its implementation regulated with the emergence of Regional Regulation No. 11 of 2017. is one of the strategies for implementing the development of an electronic-based government system systematically through realistic and measurable stages. so that people can easily gain access to information and local government services as well as increasing economic growth.

In the concept of good governance itself, there are three main stakeholders who interact with each other and carry out their respective functions, namely the state or government (state), the private sector or business world (private sector) and society (society) as a driving factor that also benefits from various services. public that has been implemented so far. In principle, government institutions function as creators of a conducive political, economic, social and legal environment through various ideas and new ideas, one of which is electronic-based government system management (SPBE).

The increasingly rapid development of information and communication technology requires the government to participate in developing state governance and the delivery of public services, as stated in Presidential Regulation no. 95 of 2018 concerning Electronic-Based Government Systems (SPBE). SPBE is a government administration that utilizes information and communication technology to provide services aimed at realizing higher quality government governance in the future.

According to Susilo et al, (2019) and Zuhriatusobah et al (2023) , it cannot be denied that Information and Communication Technology (ICT) has an important role in social life, including in the aspect of improving the effectiveness and efficiency of better public government systems. The process of globalization which is inseparable from modern society currently requires the government to be more open, effective, efficient, transparent and accountable in carrying out its

duties so that it can accelerate good governance. So with the presence of the SPBE system in every government service activity, several important records that have not been able to be corrected, especially those related to public policy, can be immediately addressed and handled.

Service innovation in the implementation of SPBE is very important in order to answer the demands of the community so that in the future the convenience of administrative services can run systematically and most importantly, it does not take a long time. Apart from that, SPBE also aims to harmonize all existing infrastructure in ministries or central and regional government institutions so that they are integrated with each other. Basically, public service innovation is an obligation for every government agency to continue to move and align with the times, especially regarding providing higher quality bureaucratic access, as well as being a form of state accountability for its people. In fact, good government administration is a necessity and a demand of the times, for this reason a solution is needed, namely the integration of the government administration system through an online information system network between government agencies, both central and regional, to access all data and information, especially those related to public services.

The public's demand for a clean, accountable and transparent government encourages regional governments to immediately make changes to their government processes, this is in order to realize good governance. As one of the efforts to accelerate the realization of good governance, the government is developing SPBE or the use of information technology which can improve relations between the government and other related parties such as the community, business actors and other government agencies. It is hoped that the development of SPBE can increase efficiency, effectiveness, transparency and accountability in government administration.

Electronic-based government demands excellent service quality which is reflected in (1) Transparency, namely services that are open, easy and can be accessed by all parties who need them and are provided adequately and easily understood (2) Accountability, namely services that can be held accountable in accordance with the provisions of statutory regulations (3) Conditional, namely services that are in accordance with the conditions and abilities of the service provider and recipient while adhering to the principles of efficiency and effectiveness (4) Participatory, namely services that can encourage community participation in the provision of public services by paying attention to the aspirations, needs and hopes of the community (5) Equality of rights, namely services that do not discriminate from any aspect, especially ethnicity, race, religion, class, social status, etc. and (6) Balance of rights and obligations, namely services that consider aspects of justice between givers and recipients of public services.

Meanwhile, several steps that must be taken by Regional Governments in order to transform electronic-based government administration include the following. Regional governments must prioritize the implementation of high-performance bureaucracy with integrative, dynamic, transparent and innovative characteristics. An integrative bureaucracy prioritizes strategic collaboration between government agencies and other stakeholders to share resources and build strength in carrying out government affairs and tasks. A dynamic bureaucracy is able to respond quickly to changes in strategic environmental conditions by dynamically building government business processes within and between government agencies.

A transparent bureaucracy is a must to build trust and legitimacy in the eyes of the public, which shows that the government is very serious in working primarily in the interests of the

community, understands the needs of the community, and carries out regular monitoring and evaluation of government performance. On the other hand, innovative bureaucracy is able to provide space to develop services that are faster, easier and cheaper so that they have a big impact on economic growth, environmental preservation and social culture.

Furthermore, regional governments are required to build public services that are integrated, effective, responsive, adaptive and easily accessible to the public and provide participation space to participate in various policy formulation and development programs. People want convenience in obtaining services from the government and not be complicated by bureaucratic relationships between government agencies. Thus, Regional Governments must build integration, consolidation and innovation of SPBE services to be able to provide access to independent services, mobile services and smart services for the community. Apart from that, local governments are also required to utilize effective and efficient access to information and communication technology through the integration of infrastructure, application systems, information security and services that are easily accessible to all levels of society.

The importance of implementing SPBE, especially in the scope of regional government, is based on the need for transparent government and the demands of increasingly advanced changing times, while one of the aims is to improve public services through the use of information and communication technology, for this reason the implementation of SPBE must also be carried out with the principle -the following principles (1) Effectiveness, is the successful optimization of the use of resources that support SPBE in accordance with needs (2) Integration, is the integration of resources that support SPBE (3) Continuity, is the continuity of SPBE in a planned, gradual and continuous manner continuously in accordance with developments (4) Efficiency, namely optimizing the use of resources that support appropriate SPBE (5) Accountability, is clarity of functions and responsibilities of SPBE (6) Interoperability, is coordination and collaboration between Business Processes and between electronic systems, in the context of exchanging data, information or SPBE Services and (7) Security, is confidentiality, integrity, availability, authenticity and nonrepudiation of resources that support SPBE.

SPBE uses a digital platform, it is clear that security principles must be at the forefront. Not only preventing cyber attacks that may occur, the existing system is also able to detect manipulation, irregularities and fraud that may occur, thereby producing accurate final evaluation audit results. The things mentioned above certainly support the relativity between the SPBE principles and the principles of good governance, where an Electronic-Based Government System (SPBE) or e-Government is government administration that utilizes information and communication technology to provide services to the community (Warman et al. ., 2022).

On the other hand, the implementation of government governance is aimed at advancing general welfare with the greatest orientation towards the prosperity of the people. SPBE as a way to realize good governance needs to immediately have a legal umbrella in the form of Regional Regulations for local governments regarding SPBE management so that they can carry out SPBE authority well. The SPBE Coordination Team at the regional level is determined by the Regional Head and the person responsible is the Secretary who oversees the Secretariat in that region. The regional SPBE Coordination Team carries out direction, monitoring and evaluation of regional SPBE implementation and coordinates with the National SPBE Coordination Team.

From time to time, regional governments continue to improve themselves and are determined to align themselves with other regions. Various efforts have been made by the Regional Government to realize good government governance, increasing community participation in the implementation of development. In this regard, the readiness of the state civil apparatus is very necessary to anticipate the process of globalization and democratization so that regional governments are able to make fundamental changes to government systems and mechanisms, formulate development policies and programs that open up space for community participation, as well as public services that meet the aspects of transparency, accountability and high performance.

Apart from implementing SPBE in the internal aspects of government management, the influence of SPBE also has a big impact on the service user community. Many public service innovations have emerged that the author cannot mention one by one. However, with this information technology-based public service innovation, many positive impacts arise from it, including (1) the application of information technology in public services provides convenience to service users. People do not have to come to government agencies as service providers, just by accessing pages that are managed by the government, whether websites or social media, people can find out basic information about the services provided, as well as filling in the application form that has been provided.

Implementing the SPBE system within regional government can increase public trust in public services. With information presented openly through information technology, it is easy for the public to know the SOP, requirements, costs and time period required. This can prevent maladministration in the form of procedural irregularities, protracted delays, extortion and so on, and most importantly, by using the SPBE system, public complaints about public services can be integrated, for example by establishing a People's Online Aspiration and Complaints Service (LAPOR) system.

Collaboration, commitment and innovation in providing public services are very necessary and the conditions currently being faced are a driving force for innovation in a more advanced and systematic digital direction. The basis for the formation of Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems is (a) with consideration that to realize clean, effective, transparent and accountable government governance as well as quality and trustworthy public services, an electronic-based government system is needed; (b) that to increase the integration and efficiency of the electronic-based government system, governance and management of the electronic-based government system is required nationally.

The implementation of the concept of an electronic-based government system will not work well if there is no support from the local government and the community. Support for the implementation of the Electronic Government concept or an electronic-based government system can run effectively if it is started by central government leaders and then continued at the regional level, this is due to a bureaucratic culture which often prioritizes a top down management model. The support intended is in the form of a joint agreement from the government to apply the concept of digitalization in public services so that an effective, efficient and transparent and accountable service will be created (Jannah, 2023).

Effective implementation of the concept of an electronic-based government system must receive support from all elements of government. The role of leadership is very important in

supporting the implementation of an electronic-based government system which not only creates concepts, but must be a motivator in the process of implementing the concept. Apart from that, the human resource factor in the SPBE sector which includes ASN employees and the community plays the most important role in realizing an integrated and sustainable SPBE. ASN employees in local government agencies have the leadership and technical competence of SPBE and the community has an adequate level of SPBE literacy so that SPBE services can be provided and utilized optimally. SPBE leadership is expected to have collaborative characteristics, namely leadership that abandons sectoral egos and encourages the joint use of resources within government agencies and between government agencies to achieve common goals.

## CONCLUSION

The regulation of Good Governance Principles in Regional Governments that Implement Electronic-Based Government Systems (SPBE) is in principle regulated by Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, contained and relevant in article 2 paragraph (1) to paragraph (8) , however, it is still found in several regional governments that have not yet implemented SPBE. Apart from that, innovation in implementing SPBE also provides opportunities to realize policy directions and strategies in order to produce faster, better and cheaper supervision systems, government administration systems and public services. On the other hand, regional governments also need to transform government paradigms and processes by integrating planning services, budgeting services, procurement services and electronic-based performance management services. This will create an HR culture for ASN employees who are able to think creatively, systemically, have a global perspective, have a high work ethic, are able to manage strategic environmental changes, and provide proactive services in accordance with community needs.

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