DEVELOPMENT OF E-GOVERNMENT-BASED PUBLIC SERVICES IN THE CONTEXT OF REALIZING GOOD GOVERNANCE REGIONAL GOVERNMENT

Moh. Taufik
Pancasakti University Tegal
Correspondence Email: moh_taufik@upstegal.ac.id

Khoerul Umam
Pancasakti University Tegal

Abstract
The development of information and communication technology has offered solutions to improve the performance of public services that are more based on good governance. Readiness of human resources, regulations, budget, facilities and infrastructure are absolute things that must be provided in implementing e-government towards Good Governance. The aim of this studyTo describe Indonesian legal regulations in E-Government Development. To find out the obstacles to E-Government development. The type of research used in this research is field research with a qualitative research approach. This research uses the regional government of Brebes Regency, especially the management of public services, as the research object, with primary and secondary data sources, namely sources from regional government employees and regional regulations implemented in Brebes Regency. The results of this research show that the implementation of good governance in services to the community as one of the efforts in providing effective, efficient, transparent and accountable government in line with the implementation of the bureaucratic reform program in order to improve the quality of government administration requires the support of an electronic-based government system is in Brebes Regency.
Keywords: Public Service, E-Government, Good Governance.

Introduction

The aim of the Indonesian nation state is in accordance with the fourth paragraph of the Preamble to the 1945 Law on the Unitary State of the Republic of Indonesia. The aim of the Indonesian nation state is protection, prosperity, intelligence and peace. Protect the entire Indonesian nation and the entire Indonesian bloodstream, promote general welfare, make the nation's life intelligent, participate in implementing world order based on independence, eternal peace and social justice (Nasution,2017). The implementation of a government has the aim of ensuring that the goals of national and state life can be carried out well, therefore legal certainty is very necessary to run the wheels of government in the constitutional system. For this reason, the government needs to focus on planning and forming laws and regulations that can create legal certainty and create justice for all citizens without discrimination (Silalahi, 2020).

*E-government*is the administration of information technology-based government to improve government performance in relation to society, the business community and other related groups towards good government (Habibullah, 2010). The concept of electronic government is implemented with the aim that government relations, both with the community and with business people, can take place efficiently, effectively and economically. This is necessary considering the dynamic movement of society at this time, so that the government must be able to adjust its functions within the country, so that the people can enjoy their rights. and carry out their obligations safely and comfortably, all of which can be achieved by improving the government system itself, and electronic government (e-government) is one way. Apart from that, the aim of implementing electronic government (e-government) is to achieve good governance (Oktavya, 2015).

The development of information and communication technology has offered solutions to improve the performance of public services that are more based on good governance. The readiness of human resources, regulations, budget funds, facilities and infrastructure are absolute things that must be provided in the implementation of e-government. One of the goals of implementing e-government is so that government institutions are able to provide better public services. Efforts to ensure good public services are realized by the enactment of Law Number 25 of 2009 concerning Public Services, and Law Number 14 of 2008 concerning Openness of Public Information. The enactment of these two laws is a new hope for encouraging the creation of good governance in public services (Sondil E, dkk, 2014).

E-Government to Improve Information Governance and Services in Brebes Regency. In accordance with Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development, in relation to improving public services, advances in information technology must be utilized by the government to improve the ability to process, manage, transmit and distribute information. With E-Government, the government can optimize the use of advances in information technology to eliminate bureaucratic organizational barriers, as well as form a network of management systems and work processes that enable government agencies to work in an integrated manner. What this means is that the government must provide easy and simple access to all public information and services (Warjiyono, dkk, 2017).

Problem Formulation

Based on the background above, the author can formulate the problem as follows:

a. How is the Development of E-Government Public Services in the Regional Government of Brebes Regency?

b. What are the obstacles to E Government public services towards the realization of good governance in the Regional Government of Brebes Regency?

Research Methods.

The research method used is a normative juridical approach. Normative Juridical Research is a legal research method carried out by examining library materials or mere secondary materials (Soerdjono and Sri, 1994; Roni, 1994; Amirudin and Zainal, 2004; Achmad, 2009). This research is Normative Juridical Research on issues relating to the management of public services carried out by the Regional Government of Brebes Regency, especially in implementing a public service system based on the principles of E-government in realizing regional governance that is Good Governance.

The data analysis method is carried out by collecting data through reviewing library materials or secondary data which includes primary legal materials, secondary legal materials and tertiary legal materials, both in the form of documents and applicable laws and regulations relating to normative juridical analysis of the synchronization of laws regarding services. public and public transparency.

To analyze the legal material that has been collected, this research uses a qualitative data analysis method, namely normative juridical which is presented descriptively, namely by describing a policy related to improving the performance of the legal system in Indonesia and then assessing whether its application is in accordance with the normative provisions. Primary legal materials, namely research materials originating from statutory laws relating to the title and problems formulated.

Discussion

Development of E-Government Public Services in the Regional Government of Brebes Regency.

District governmentBrebes utilizes information and communication technology to improve services to the community. For this reason, applications have been built as services by the government in order to realize E-Government or online government services to provide convenience to the public. Apart from that, this application is also used for Government to Government purposes, namely providing information between work units in regional commands for monitoring and evaluation purposes. Requests for information are also made between executive institutions and legislative institutions, namely the DPRD. The Brebes Regency DPRD as a legislative institution whose task is to capture the aspirations of the community and also supervise the government in implementing development has an important role. Apart from being a supervisor, the DPRD is a government partner in determining the direction of regional development policy.

The DPRD conveys the aspirations of the community to the government so that they can be implemented. Aspirations conveyed to the government can be in the form of information or information (Setiawan, 2019). In 2020, since the issuance of PP Number 21 of 2020 concerning Large-Scale Social Restrictions (PSBB) in the context of accelerating the handling of Corona Virus Disease (COVID-19) on March 31 2020, it has affected the entire public service system, which requires the government to adapt quickly to changing circumstances digital.

So population administration services were previously still carried out in two ways, namely online and conventional, but now since the pandemic period, government employees have implemented work from home or reduced face-to-face office activities to reduce the spread of Covid-19, with the impact that conventional services are limited. the amount. Therefore, services have been shifted to online services.

According to Cahyadi S,H,. The legal section of the Regional Secretariat of Brebes Regency, regional regulations regarding the implementation of E-Govermet aims to support the implementation of good governance in services to the community as one of the efforts in providing effective, efficient, transparent and accountable government in line with the implementation of the bureaucratic reform program in In order to improve the quality of government administration, it is necessary to support the Electronic Based Government System in Brebes Regency and regulate it in several regulations, namely as follows:

1. **Brebes Regency Regional Regulation Number 9 of 2014 concerning the Implementation of Population Administration**

Article 55 reads:

"SIAK management aims to:
   a. Improving the quality of Population Registration and Civil Registration services;
   b. Providing district-scale data and national-scale network access regarding population registration and civil registration results that are accurate, complete and up-to-date;
   c. Realizing systemic data exchange through a single identifier system, while still guaranteeing confidentiality"

Article 56reads:

"SIAK is a unit of activity consisting of elements
   a. Databases;
   b. Information and communication technology devices;
   c. Human Resources;
   d. Access rights holder;
   e. Database location;
   f. Database management;

g. Database maintenance;

h. Database security;

i. Database monitoring; And

j. Backup data (back up data/disaster recovery center)"

Implementation of Brebes Regency Regional Regulation Number 9 of 2014 concerning the Implementation of Population Administration is Running Well. Although it is hampered by several factors, namely human and technological factors.

2. **Brebes Regent Regulation Number 72 of 2019 concerning the Implementation of Electronic-Based Government Systems within the Brebes Regency Government.**
   Article 1 reads:
   Verse 6:
   "Electronic-Based Government System, hereinafter abbreviated as SPBE, is government administration that utilizes information and communication technology to provide services to SPBE Users."
   Verse 7:
   "Electronic Systems are a series of electronic devices and procedures that function to prepare, collect, process, analyze, store, display, transmit and/or disseminate Electronic Information"
   Verse 8:
   "Electronic Transactions are legal acts carried out using computers, computer networks and/or other electronic media"
   Verse 9:
   "Electronic Transaction Implementation is a series of Electronic Transaction activities carried out by the Sender and Recipient using an Electronic System."
   Verse 10:
   "The Information Society is a society that has economic, political, social and cultural activities through the processes of production, consumption and distribution of information, characterized by high intensity of exchange and use of communication technology."
   Verse 11:
   "Information systems are systems that present electronic information based on Information and Communication Technology (ICT)."
   Verse 12:
   "Information Security is the protection of information and information systems from access, use, distribution, modification, interference or destruction by unauthorized parties."

Verse 15:

"Public Information is Information that is produced, stored, managed, sent and/or received by a public body relating to the administration and administration of the state and/or the administration and administration of other public bodies in accordance with the Law as well as other Information relating to public interest."

Verse 26:

"SPBE users are Regional Governments, State Civil Apparatus employees, individuals, communities, business actors and other parties who use SPBE Services."

Verse 27:

"SPBE Governance is a framework that ensures the implementation of regulation, direction and control in the implementation of SPBE in an integrated manner."

Verse 28:

"SPBE management is a series of processes to achieve effective, efficient and sustainable SPBE implementation, as well as quality SPBE services."

Verse 32:

"SPBE applications are one or a collection of computer programs and procedures designed to perform SPBE service tasks or functions."

Verse 33:

"The common application is the SPBE application which is the same, standard, and used on a shared basis by the Regional Government."

Verse 34:

"Special applications are SPBE applications that are built, developed, used and managed by the Regional Government to meet special needs that are not the needs of other Regional Governments."

Verse 40:

"Electronic Systems are a series of electronic devices and procedures that function to prepare, collect, process, analyze, store, display, announce, transmit and/or disseminate Electronic Information."

The implementation of Brebes Regent Regulation Number 72 of 2019 concerning the Implementation of Electronic-Based Government Systems within the Brebes Regency Government has gone well by adapting to legal products that are in accordance with the law.

E-government development towards the realization of good governance in Brebes district by creating an application system that makes it easier for the government to develop E-government. The following applications are available in Brebes Regency:

a. Development *E-Government*SIKDA in Brebes Regency

The SIKDA development facility was implemented by first helping regions to reorganize their health systems andreformulate health management in the regional health system (SKD) in order to achieve the "healthy province mission" and (healthy district/city" in this case a cooperation forum will be developed at both the provincial and city district levels. After that, information needs will be formulated indicators and data as well as information systems. As long as possible, the Health Department will assist in the procurement of hardware (computers and their equipment and software. Maintenance of the hardware and software is then handed over to the regional government. Apart from that, as far as possible, the Health Department will also help with the recruitment of personnel through the selection of civil servants. local civil service and training of these personnel. The appointment of personnel who have been trained into functional positions in statistics and computer administration is handed over to the regional government.

The aim is to improve the quality of community health center management in a more effective and efficient manner, through the benefits of electronic sikda in terms of administration, these benefits can be felt both by the community directly and by officers as health administrators, because patient waiting times are reduced, the flow is clearer, and reducing the burden of health care administration so that services become effective and efficient.

SIKDA in the medical records unit lacks human resources because there are no medical records and IT graduates. Obstacles that can occur include soft ware network disruption and hard ware if it is opened, it experiences delays, causing delays in the services provided. For the funds themselves, there is no special budget provided for the implementation of the SIKDA application because it is already thereallocated by the Health Service. Budget allocations are made only when needed (Sando, dkk, 2020).

The Generic SIKDA (Regional Health Information System) application is a health information system application that integrates information systems inhealth centers, hospitals and other health facilities whether owned by the government or private.Generic SIKDA is a regional health information system created to fulfill various minimum requirements needed in regional health information management activities, starting from the process of recording collection, processing, to distribution of health information. Generic SIKDA is designed to become a standard for the government in Management of health information in the region includes health implementation within it, namely: community health centers, district or city health services and provincial health services.

The legal basis for implementing the Generic SIKDA application is: Minister of Health Regulation Number 92 of 2014 concerning the implementation of data communications in health information systems, Minister of Health Decree Number 932/Menkes/SK/VIII/2002 concerning technical instructions for implementing the development of regional information systems (SIKDA), government regulation Number 82 of 2012 concerning the implementation of electronic systems and transactions.

b. Ngasab Lur E-Government Development in Brebes Regency.

The "ngasab lur" application is an online-based information technology platform, which can be used directly via cellphone and can be accessed anywhere. This application was created to reduce the high unemployment rate in Brebes Regency and provide job opportunities by synergizing between job seekers and job providers. Through this application, it is increasingly easier for the public as job seekers and companies as employers to obtain and provide job vacancy information. The aim of the Ngasab Lur Application is:

1) Make it more efficient for people in the Brebes Regency area in making job seeker cards or what can be called yellow cards (AK1). With the Ngasab Lur application, the processing and making of job seeker cards (AK1) can be done at each resident's residence so that it is more efficient. save time and costs.

2) Providing information on job vacancies in companies in the Brebes Regency area, making it easier for job seekers to find references related to job vacancies.

3) For companies and business actors, the application can make it easier to extend PP, PKB and PWT permits as well as information related to IKM (Small and Medium Industries)

4) Improving performance and as a means of consultation and strengthening between job seekers, business actors and related agencies.

The legal basis for implementing the "Ngasab Lur" application is regulated in the Brebes Regent's Regulation number 43 of 2022 concerning the application of the Ngasab Lur public service information system in Brebes Regency.

Obstacles in E Government public services towards the Realization of Good Governance in the Regional Government of Brebes Regency.

According to Cahyadi S,H. The obstacle in using the Generic SIKDA application in the district is that the medical records unit lacks human resources due to the lack of medical records and IT graduates. The next obstacle is the occurrence of software network disruption and hard ware when it is opened it experiences delays causing delays in the services provided.

According to Cahyadi S,H. Obstacles in operating the "Ngasab lur" application include server problems or internet network speed and lack of community participation in using the "Ngasab lur" application (Interview with Cahyadi, 2022).

Integrity of Government Actors The role of government is very influential, so the integrity of government actors is high enough that it will not be affected even if there is an opportunity to commit irregularities, for example corruption which has spread everywhere. Domestic Political Conditions Don't take any obstacles and problems that are presented as trivial matters. by politics. For the realization of good governance, political concepts that are not/less democratic on various issues in the field. So of course repairs must be carried out immediately.

Economic Conditions of Society An economic crisis can give rise to various social problems which if not resolvedwill disrupt the performance of the government as a whole. The social conditions of the community are solid and it is possible that good governance can be enforced. there must be more supervision of the community. The legal system is an inseparable part of every state administration. Law is an important factor in upholding good governance. Weaknesses in the legal system will have a major impact on overall government performance.

Conclusion

Based on the results of this research and discussion, it can be concludedas follows :

1. The development of public services for the Regional Government of Brebes Regency in implementing an E-Government based system aims to:
   a. improving services to the community as a service application by the government in order to realize good governance.
   b. supporting the implementation of good governance in services to the community.
   c. improving the quality of the Electronic Based Government System in the Brebes Regency area.
2. Obstacles in implementing E-government-based public services in realizing good governance are as follows:
   a. The recruitment system is not in accordance with the competencies mastered.
   b. Management of good government system development policies must be supported by facilities and infrastructure.
   c. Information and communication technology management is not supported by expertise.

Bibliography

Abd. Rohman, et al, "Application of Good Governance Principles in Improving the Quality of Public Services", Volume. 9 Number. 2, 2019.

Achmad Habibullah, "Study of the Use and Development of E-Government", Journal of State Administration, Volume 23, Number 3, 2010.

Achmad Habibullah, "Study of the Utilization and Development of E-Government". State Administration Science, Volume 23, Number 3, 2010.

Adi Cahyadi, "E-Government: An Overview of Concepts and Problems", The Winners Journal, Volume. 4 Number. 1, March 2003

Ahmad Akbar and Dana Indra sensue, "Development of an Electronic Government Model for Village Government Towards Village Semart"engineering and informatics journal, Volume 5, Number 1, January, 2018.

Ahmad Zaini, "State of Law, Democracy and Human Rights", Journal of Law and Politics, Volume. 11 Number.1 January-June 2020.

Aida Mardatillah, "Omnibus Law Policy in Managing Good Governance in Indonesia", journal unpack.ac,id/index php palar, Volume 07, Number 02, July-December 2021.

Aina Shafira, Ardita Kurniasiwi, "Implementation of E-Government in Efforts to Improve Online-Based Services in Kulon Progo Regency", Caraka Prabu Journal Volume.5 Number. June 1, 2021.

Ayu Aditya Oktavya," Implementation of Electronic Government) E-Government at the Pratama Tax Service Office in providing services in the city of Bontang". Government Science Journal, Volume 3, Number 3, 2015.

Dwiyanto Agus, "Realizing Good Governance Through Public Services", Yogyakarta: Gadjah Mada University Press, 2021.

Elisabeth Nurhaini Baturbatur, Legal Research Methods, Bandung: PT Refika Aditama, 2018.

Fani Andriani, "Judicial Review of the Crime of Defamation Through Social Media Based on Article 27 Paragraph (3) of Law Number 11 of 2008 concerning Information and Electronic Transactions Linked to Freedom of Opinion, JOM Faculty of Law Volume III Number 1, February, 2016.

Fitria Andalus Handayani, Mohamad Ichsana Nur, "Implementation of Good Governance in Indonesia, Journal of State Administrative Thought, Volume 11 Number.1 June 2019.

Hardjasoemantri Koesnadi. Good Governance in Sustainable Development in Indonesia, Bali: PT.Gramedia Pratama, 2003.

Herlina Hayu Kartika Sari, "Regional planning strategies based on community participation after the implementation of Law No. 32 of 2004 concerning Regional Government (Study in Brebes district)" Bachelor of Law Thesis, Semarang: Library of the Faculty of Law, Semarang State University, 2011,.

Ilham, S.Sos,.M.SI. "E-Governance", Sleman: CV Budi Utama, 2012.

Iski Meidiansyah, Darius Antoni, Muhammad Akbar, "The Role of E-Government in Public Services in Kota Agung District", Journal of Computer Development, Volume. 1, No. 1, February 201.

Joko Tri Nugraha, "E-Government and Public Services (Study of Successful Elements of E-Government Development for the Sleman Regency Government)", journal of communication and media studies, Volume 2, Number 1, April, 2018.

Kusuma Dewi Arum Sari1 and Wahyu Agus Winarno, "implementation of an e-government system in an effort to improve clean and good governance in Indonesia" Jeam Journal, Volume 11, Number 1, 2012.

Mardawani, Dessy Triana Relita, "Implementation of Good Governance as the Manifestation of the Vision and Mission of Elected Regional Heads in Sintang Regency for the 2016-2021 Period", Journal of Social Education, Volume. 8, No. 1, June 2021.

Mariam Budiardjo, Basics of Political Science, Jakarta: PT. Scholastic, 1985.

Marudur Pandapotan Damanik, Erisva Hakiki Purwaningsih, "E-Government and its Application in the Regional Government Environment", Journal of Communication and Media Studies, Volume. 21 No. July 2 - December 2017 .

Marzuki Mahmud Peter, Jakarta Legal Research, Kencana Group, 2013.

Muhaimin, Legal research methods, Mataram, Mataram University Press, 2020.

Muhammad Nur, "Success Factors for Implementing E-Government in the Next Generation Social Welfare Information System (Siks-Ng) Program in Gowa Regency", Bachelor of Law Thesis, Makasar: Library of the Faculty of Social and Political Sciences, Muhammadiyah University of Makasar, 2021

Nasution Johan Bahder , State law *And Human Rights*, Bandung: CV Mandar Forward, 2017.

Nurul Qamar, et al., State of Law or State of Power, Makassar: CV. Social Political Genius, 2018.

Ramli, et al, "Critical Study of Various Concepts of the Rule of Law", Journal of Legal Sciences, Volume 10 Number .2, October 2019.

Rio Philipus, Marvy FA Sahay, "Development of E-Government in Public Services During the Covid-19 Pandemic at the Jekan Raya District Office, Palangka Raya City", Journal of Public Administration, Volume 8 Number. February 1, 2022.

Riski Febria Nurita, "Implementation of E-Government Services in Realizing Good Governance in the Malang City Government", Cakrawala Hukum Journal, Voumel.7, Number.2 December 2016, .

Riski Febria Nurita, "Implementation of E-Government Services in Realizing Good Governance in the Malang City Government" Cakrawala Hukum Journal, Volume.7, Number.2 December 2016.

Sedarmayanti, Public Administration Reform, Bureaucratic Reform, and Future Leadership (Creating Excellent Service and Good Governance), Bandung: Refika Aditama, 2009.

Setijaningrum Erna, Public Service Innovation, Surabaya: Medika Aksara Globalindo, 2019,

Sondil E, et al, "Implementation of Good Governance Principles in Improving the Performance of Public Service Organizations, Journal of Social and Political Sciences, Volume. 3, No. 1 2014.

Warjiyono, Husni Faqih, "E-government to improve information management and services in Jagalanpeni Village", Journal on Software Engineering, Volume 3 Number 1 - 2017.

Welly Sando, et al. "Analysis of the Generic Regional Health Information System (Sikda) in the Langsat Health Center Medical Records Unit in 2020", Photon Journal, Voumel.11 Number.1 October 2020.

Wilma Silalahi, "Setting Quality Regulations to Guarantee the Supremacy of Law", Progressive Law Journal, Volume 8, Number 1, April, 2020.

Zulkarnain Ridlwan, "The Indonesian Legal State is the Opposite of Nachtwachterstaat", Journal of Legal Sciences Volume 5 No. May 2-August 2012.

LEGISLATION - LEGISLATION

The 1945 Constitution of the Republic of Indonesia

Law Number 14 of 2008 concerning Openness of Public Information.

Law Number 25 of 2009 concerning Public Services

Law Number. 22 of 1999 concerning Regional Government

Law Number. 25 of 1999 concerning financial balance between the central government and regional governments

Law Number. 36 of 1999 concerning Telecommunications

Constitution Number 24 Year 2013 about Upper Change Constitution Number 23 Year 2006 on Administration Population

Presidential Instruction Number 3 of 2003 Concerning National Policy and Strategy for E-Government Development