

# Identification of E-Government Model on Official Site of Local Governments in Lampung Province

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## Abstract

The wave of e-government penetrated the governance system in form of transparency and accountability. Indonesia also embrace the era of digitalization by applying e-government in various levels of it's system. This research use descriptive quantitative approach and secondary data from official website. There are province website, district website and also city website in Lampung Province. Data collection commence by identification on the main site page. Furthermore, research traces the official site which linked on the Department / Agency / Organization of Regional Devices.

There are four models of e-government by the theory : (1) catalog, (2) transactions, (3) vertical integration and (4) horizontal integration. The study involve 16 official website from provincial / district / city in Lampung Province. The research identified e-government models in Lampung Province at catalog phase, with two district website providing downloadable forms and the others only showing online presentation.

Eight official page of district government websites are in the stage of transaction. There are e-procurement, e-planning, permit submission, civil administration services, road repair complaints, and online reservation. This research did not find models (3) and (4) throughout the official site of the district government in Lampung Province.

*Keywords: model e-government, catalog phase, transaction phase*

## Introduction

Based on research published by Indonesian Internet Network Organizing Association (APJII), 143.26 million Indonesian society are connected to the internet services. People's access the internet in seven days as much as 65.98% and other research said 26.78%. People's dedicate more than seven hours a day to access the internet (Pertiwi, 2017). This is a challenge for the central and province governments in promote the level of internet literacy among society. Based on various type of literature, application of information and communication technology in state administration known as e-government (Layne and Lee, 2001; Ndou, 2004; Al-Hakim, 2007).

For developing countries such as Indonesia, the wave of e-government and the presence of information communication technology (ICT) are opportunities that can be utilized to promote and take the advantages in economic activities and social development (Ndou, 2004).

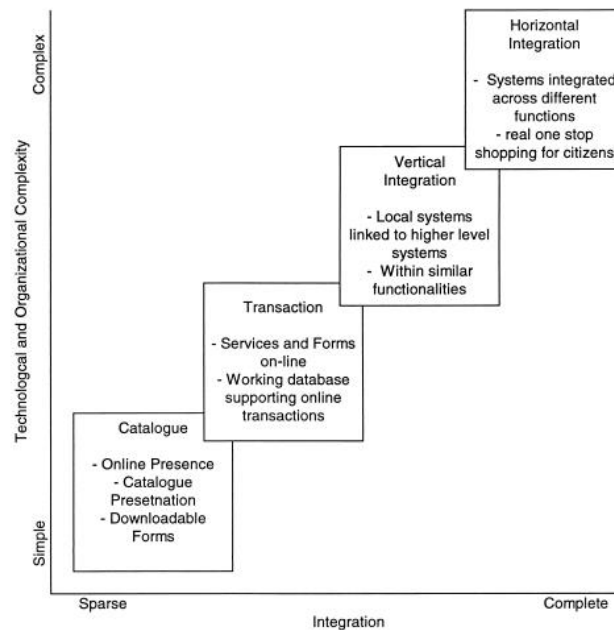
According to Al-Hakim (2007) e-government refers to public sector service by using internet and other digital devices to deliver services and information. Furthermore, Indrajit (2005) and Ferdiansyah & Hidayat (2014) said application of e-government is an effort carried out by the government in improving transparency and accountability in public services. Ndou (2004) says main opportunities of e-government are cost reduction and efficiency gains; quality of service deliver to businesses and customers; transparency, anticorruption, accountability; increase capacity of government; network and community creation; improve the quality of decision making; promote the use of ict in other sectors of the society.

Layne dan Lee (2001) said the literature reports the experiences with e-government initiatives as chaotic and unmanageable, despite recent numerous initiatives at different levels of government. However, Al-Hakim (2004) identified several countries start to planning for developing of e-government, such as the United States in 1991, the European Union in 2001 and Japan in the same year. Indonesia also started at the same year with the Presidential Instruction No. 6/2001 which providing guidelines for development and empowerment of ICT in society.

The development of e-government in the world classified by Layne and Lee (2001) into four types: cataloguing, transaction, vertical integration and horizontal integration. In stage one of cataloguing, initial efforts of governments are focused on establishing on-line presence for the government website. Many governments intention on web development and forms-on-line initiatives belong to this stage. Examples of functionalities at this stage are mostly limited to on-line presentations of government information. Sometimes, this information is very limited, according to one recent study of government websites (West, 2000 in Layne and Lee, 2001).

In the second stage, e-government initiatives will focus on connecting the internal government system to on-line interfaces and allowing citizens to interact with government electronically. This stage can be called 'transaction-based' e-government, and at this stage, e-government consists of putting live database links to on-line interfaces. An example of this stage is, citizens are able to renew their licenses and pay fines on-line (Layne and Lee, 2001).

Figure 1. Dimensions and stages of e-government development



Source: Layne and Lee (2001).

But, how about the application of e-government in Indonesia? The application of e-government in Indonesia has been evaluated by Hermana and Silfianti (2011) that shows there are digital gap between Java and outside Java for a webpage services, inbound links and traffic. This paper intends to identify e-government application by the Provincial, District and City Governments throughout Lampung Province based on the typology proposed by Layne and Lee (2001).

### Method

This research uses a descriptive quantitative approach and secondary data from the official website of the Province, District and City in Lampung Province. Data collection started by identification on the main site page, ie the provincial, district and city government sites. Furthermore, research traces the official site links on the Department / Agency / Organization of Regional Devices.

There are 16 websites that were sampled in this reserch which consisted of one Provincial Government website, 13 District Government websites and two City Government websites.

Table 1. Sample Address of Local Government Website

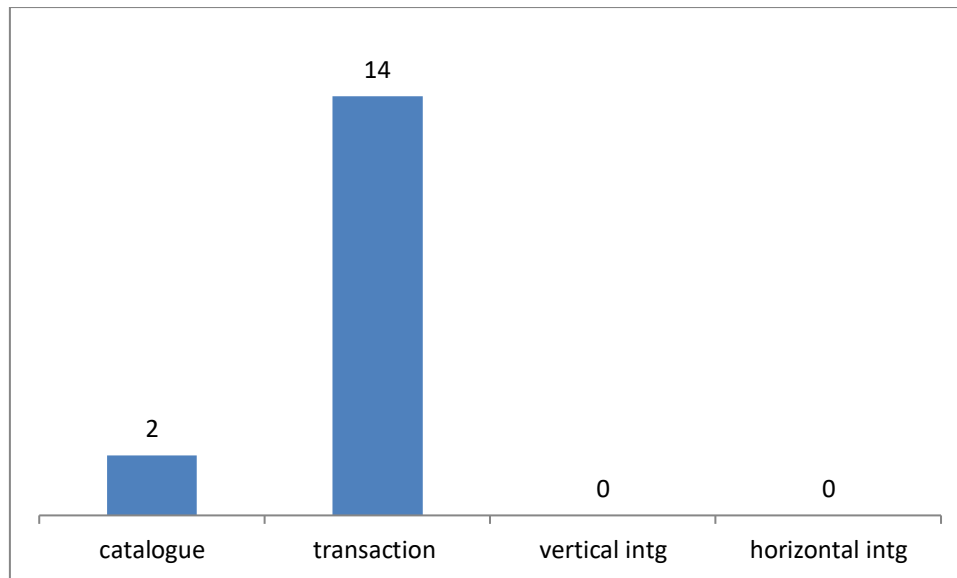
| No | Government Level | Format URL address  | Number |
|----|------------------|---|--------|
| 1. | Province         | <a href="http://nameprov.go.id">http://nameprov.go.id</a>         | 1      |
| 2. | District         | <a href="http://namedistrict.go.id">http://namedistrict.go.id</a> | 13     |
| 3. | City             | <a href="http://namecity.go.id">http://namecity.go.id</a>         | 2      |

Source: Research Results, 2018.

## Results and Discussion

Data was collected in the period 01-15 August 2018, taking samples from all official websites of the district / city and Lampung provinces. There are 15 district / city government websites and one Lampung provincial government website for the sample of this study.

Figure 2. Stage of E-Government at Lampung Province



Source: Research Results, 2018.

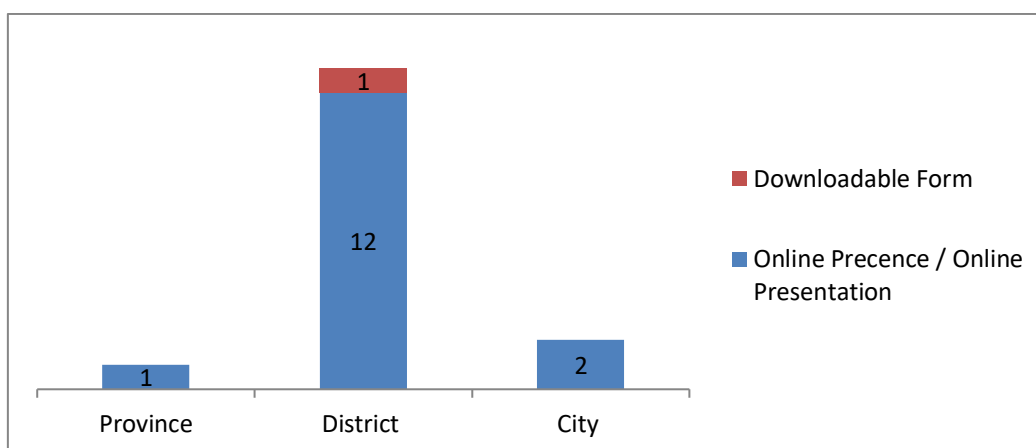
Figure 2 shows that as many as 14 local governments are in the transaction phase. Although further findings only confirm 6 pure local governments have been in the transaction phase. Further findings will be presented in the next section.

### *a. Catalog Phase*

In this phase, Layne and Lee (2001) categorize e-government practices as "catalog", it's mean the official website of the provincial / district / city government only displays one-way information. The implementation of e-Government in this model is limited to displaying news and various policy products to be accessed freely and widely by the community. Typically, the creation of official government sites is due to pressure by the media, the public and the business world to access information and current trend of information. This research found, all Regency / City and Lampung Provinces had official websites that were updated continuously.

This phase also has divided into some form, there are online presence, online presentation and downloadable forms. Online presence and online presentation are the basic forms of government existence in cyberspace. All provincial / district / city government institutions have been present online through the official homepage. There is one area that starts providing online forms that can be downloaded on the website. However, in completing a service flow, the form must be submitted in hardcopy directly to the relevant agency.

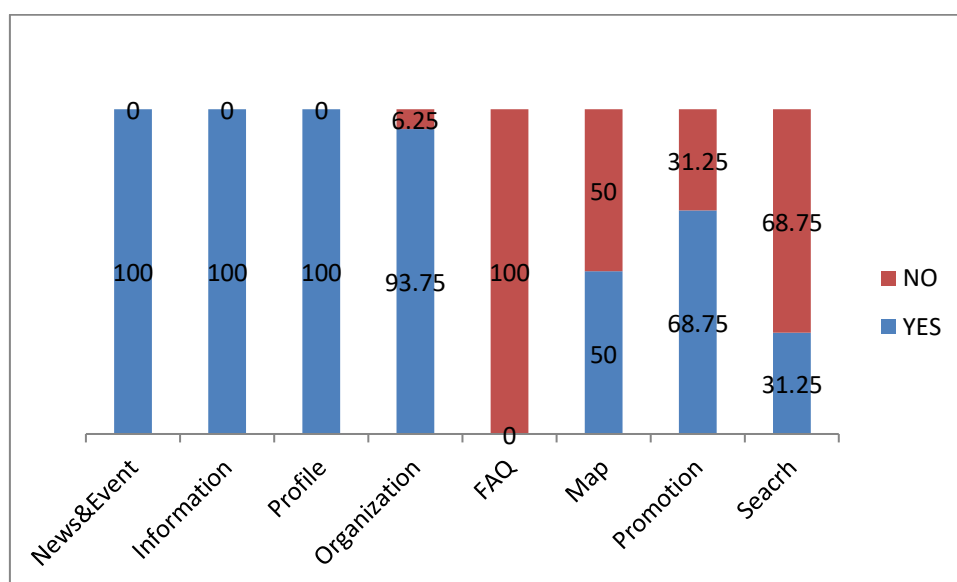
Figure 3. Cataloguing Model of E Government at Lampung Province



Source: Research Results, 2018.

Online presence and online presentation that are developed in the provincial / district / city governments identified have different complexities. This complexity can be seen from the one-way service features provided by the website manager. Hermana and Silfianti (2012) identify the content of the website are information, news and events, profiles, organizations, Frequently Answer and Question (FAQ), map, promotion, search. The results of the research revealed that almost all official local government websites display news and events, information, profiles, organizations.

Figure 4. Features of Cataloguing Stage



Source: Research Results, 2018.

Figure 4 also shows the findings in more dynamic features such as Frequently Answer and Question (FAQ), map, promotion, search and get less attention from the website manager. Even for the Frequently Answer and Question (FAQ) feature, no website has been found. Further investigation found that the Frequently Answer and Question (FAQ) feature was provided by link websites such as

Electronic Procurement Services (LPSE) which, although using domains as local government web, were provided vertically by the central government.

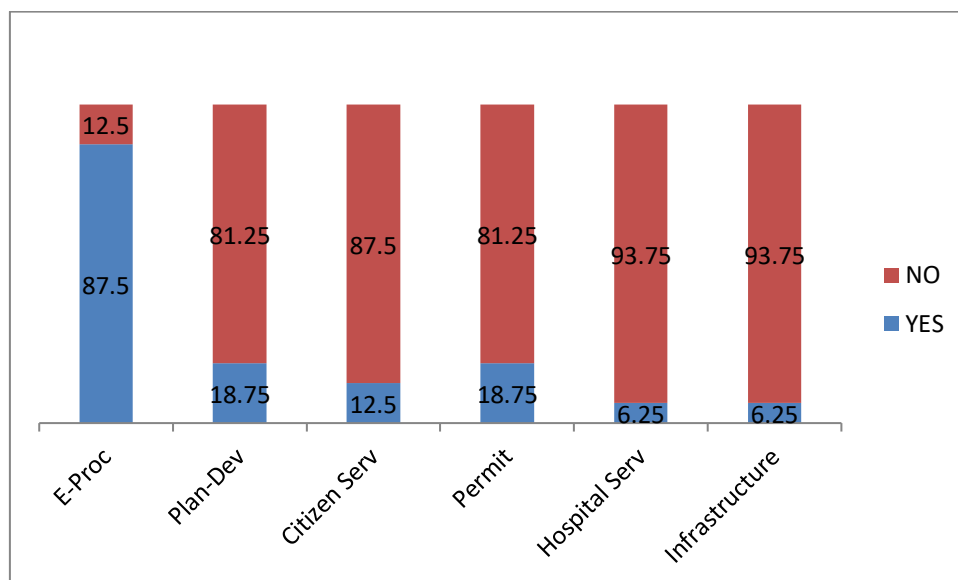
Showing maps, directions and coordinates on the map to show the specific district / city / province office or capital is important information for the community, but only 50% of the website is equipped with that information. In addition, promotion of tourism, regional superior products and other cultural arts should be displayed on the front page of government websites. This promotion is a means to increase revenue in terms of tourism and sales of regional superior products, which 68.75% or 11 local governments have realized to be displayed on the website page. The search feature also received less attention, only listed on the website by 31.25% or as many as five websites.

In the era of information and communication technology, the Frequently Answer and Question feature (FAQ), map, promotion, search are a necessity in online public services. Juxtaposed with the findings of the availability of "downloadable forms" on local government websites in Lampung Province that are only provided by Tanggamus, this is an indication that the local government has not fully provided online information services.

**b. Transaction Phase**

Other E-government form with little more complex than "catalog", namely "transaction". Citizens demand to fulfill government requirements on line instead of having to go to a specific location to complete paperwork. Electronic transactions offer a better hope for improved efficiency for both the customer and the agency than simply "cataloging information" (Layne and Lee, 2001: 128). The study revealed that there are six forms of "catalog" practices found in Lampung Province, namely e-procurement, e-planning, citizen service, permit, hospital service and infrastructure.

Figure 5. Feature on Transaction Phase



Source: Research Results, 2018.

Figure 5 shows interesting findings, namely the availability of e-procurement services by 14 local governments (87.5%). Two other regional governments have provided this service platform, but

when the research was conducted the service was not functioning (Tulang Bawang Barat District and North Lampung District). E-procurement is used by local governments using platform provided by the Central Government through Lembaga Kebijakan Pengadaan Barang/Jasa Pemerintah (LKPP). Although using platform provided by the Central Government, it is still run by regional employees. There is a question and answer facility that is interactively served by the operators of each region.

The law instructs that the procurement of goods / services carried out by the local government use e-procurement based on the Presidential Regulation Number 54 of 2010 concerning Government Goods/Services Procurement, Article 131 paragraph (1) that Ministries/Institutions /Regions/Agencies is obliged to carry out procurement of goods / services electronically. E-procurement is carried out on e-tender, e-purchasing, and e-audit activities. This E-procurement is carried out in the framework of transparency, accountability and monitoring of goods / services procurement activities in each region. According to Udoyono (2011: 169) the side of accountability in e-procurement is still not fully realized. Other research, found that the digital divide became one of the causes of the lack of implementation of e-procurement (Nightsabha, Suhardjanto, Cahya, 2012: 146).

Another feature found in an application that facilitates development planning in electronic form. However, this application is only held by three districts / cities, there are Metro City, Waykanan and Pesawaran District (18.75%). This application in e-data, e-report, e-renja and e-planning is intended for internal staff in the Metro City Government. However, the application held by the Regional Planning and Development Agency is still classified as a transaction practice in the implementation of e-government.

On line Civil administration services are provided by two regional governments, namely Metro City and Pesawaran District (12.5%). However, facilities provided by Metro City are more complex, where registration of population transfers, creation of a new Family Card, and new Identity Card can be done through the application.

Licensing services have been provided by Lampung Province, Metro City, and Pesawaran District (18.75%). This licensing service has been carried out from registration, monitoring the process until file completion can be monitored through the application. Several other regencies / cities in Lampung Province are limited to providing information on the requirements and flow of licensing applications, but the applicant must come and directly submit the documents needed in the licensing process at the one-stop service office. The practice of one stop service itself is the answer to public complaints over the convoluted service procedures (Dwi G and Susiloadi, 2017: 5). Research reveals the effectiveness of such online licensing enhances the quality of service performance (Baharudinsyah, 2016) and becomes a form of transparency and accountability (Ferdiansyah & Hidayat, 2014).

Lampung Provincial Government through the UPTD Regional General Hospital Abdul Moelok organizes an online reservation service for patient registration. This hospital is a regional referral hospital that serves all Lampung Province patient. This online reservation is intended for regional patients to make it easier to register for examinations and treatments.

Central Lampung District has a damaged road complaint feature that can be directly submitted to the Dinas Bina Marga. The community report will then be responded online by the administrator and then proceed with checking directly to the location. If it has been reviewed or corrected, the administrator will give a response on the website soon.

If e-procurement services are excluded, then the pure services provided by the regional government in this type of transaction as a whole have only been carried out by six local governments, namely Lampung Province, Metro City, Bandar Lampung City, Pemasaran District, Waykanan District, and Central Lampung Regency.

### **c. Challenges and the Future**

All regional governments in Lampung Province have conducted e-government as a form of public service with the most complex models carried out in the "transaction" model. According to Layne and Lee (2001) this model is a critical phase where the demands of the community to be served quickly and interactively. In addition, the availability of a supporting data base must be provided by the local government.

Breakthroughs made by the Metro City Government, Pemasaran District and Lampung Province that have carried out the online licensing process should be appreciated. This is the first step in entering the stage vertical integration and horizontal integration. However, reflecting on the findings of Hermana and Silfianti (2011) there is digital gap between Java and outside Java, it becomes an additional task of the regional government to improve the use of information and technology communication literacy in the community.

### **Conclusion**

The study conducted on 16 official provincial / district / city government websites in Lampung Province identified all research objects had entered the catalog phase with two local governments able to provide downloadable forms and the rest only display online presence and online presentation. Eight official district government websites are at the stage of transaction development (through the provision of e-procurement websites) and six regions develop other services.

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