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SCHOOL OF POLITICAL AND SOCIAL SCIENCE
Bandar Lampung University, Indonesia

Icon-LBG 2016

The Third International Conference on Law, Business and Governance

PROCEEDINGS

Hosted by
Faculty of Law, Faculty of Economics and Faculty of Social Science
Bandar Lampung University (UBL)



Icon-LBG 2016

THE THIRD INTERNATIONAL CONFERENCE
ON LAW, BUSINESS AND GOVERNANCE 2016

20, 21 May 2016
Bandar Lampung University (UBL)
Lampung, Indonesia

PROCEEDINGS

Organized by:



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PREFACE

The Activities of the International Conference are in line and very appropriate with the vision and mission of Bandar Lampung University (UBL) to promote training and education as well as research in these areas.

On behalf of the Third International Conference on Law, Business and Governance (3th Icon-LBG 2016) organizing committee, we are very pleased with the very good response especially from the keynote speaker and from the participants. It is noteworthy to point out that about 46 technical papers were received for this conference.

The participants of the conference come from many well known universities, among others : International Islamic University Malaysia, Unika ATMA JAYA, Shinawatra University, Universitas Sebelas Maret, Universitas Timbul Nusantara, Universitas Pelita Harapan, Universitas Bandar Lampung, Universitas Lampung.

I would like to express my deepest gratitude to the International Advisory Board members, sponsor and also to all keynote speakers and all participants. I am also grateful to all organizing committee and all of the reviewers who contribute to the high standard of the conference. Also I would like to express my deepest gratitude to the Rector of Bandar Lampung University (UBL) who give us endless support to these activities, so that the conference can be administrated on time

Bandar Lampung, 21 May 2016

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DEVELOPMENT OF A PUBLIC SERVICE MODEL THROUGH E - GOVERNMENT IN LAMPUNG PROVINCE

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Abstract

The nature of e - government, arguing the importance of e – Government and process -based government information and communication technology, information and communication technology in the context of efficiency and effectiveness in the management of public affairs, among others, to the expansion of access to public information, development planning ,decision-making, and public services .

Construction and development of e-government can not be separated from the use of information technology, in other words, before in the wake of e -government, the leader of the offices of government (central and local) must first know the business processes in depth, For more information technology implementation are not conceptual, so that the change must come from the leader who knows the process of change; thus, the information technology governance process becomes very important in a government organization .

The gain from e -Government is not just a supply -line services but broader than that, because the performance of the public sector also contributes to economic and social progress of a country. In the era of globalization the implementation of e-Government is important because it has to modernize public administration in the world and also the relationship between the government or the state. In line with the objectives to be achieved sooner or later the government of Indonesia are required to implement the e - Government. At this time the e -Government is a necessity in order to create better public services .

Keywords : Model Development Services, E –Government

1. INTRODUCTION

A. Background

Utilization of information technology in government organization can be defined as a structure of relationships and processes that direct and regulate the organization in order to achieve its objectives, by providing added value from the use of information technology while balancing risk compared with the results given by information technology and process.

Inadequate infrastructure, including lack of access to public places is another challenge. Provision of services through e -Government should be supported by a high level of internet penetration either from households or stand / kiosk public. As an illustration, in 2001, internet penetration reached 1.9 million people or 7.6 percent of the total population of Indonesia. in 2002 with 667,000 the number of Internet customers and 4.5 million users of computers and phones, the percentage of Internet usage in Indonesia is very low. This low penetration rate is also an obstacle. (Source : Indonesian Internet Service Provider Association / APJII).

Looking at the description and attention to the existing conditions, the implementation of e-Government in Lampung Province, faces some particular challenges faced by government organizations. One of them is the issue of human resources is not adequate. The application of eGovernment in public offices need to be supported by employees who understand the technology

What is also needed is an employee who wants to learn and capable of responding to change (manage change). Information technology changes so quickly that willingness in giving pelayananpun required to have each employee as a public institution. Besides the implementation of e -Government requires a change in the organization and support of new skills .

Facing these challenges, the Government would need to make efforts to improve the quality of human resources. Need holding of development for government officials on technology. Because the technology is changing rapidly, the employees need to be prepared as well with mental willing to learn and

responsive menganggapi changes. In connection with the cultural constraints (cultural barriers) there, Lampung Provincial Government 's readiness to implement the e -Government depends on the commitment of stake holders and public servants to share information as well as treating people as " customers ". Lampung province also needs to rearrange the organization which among other things can be done by gradually eliminating corrupt practices that contribute to cultural constraints in the implementation of e -Government. Rogue elements who use the opportunity to obtain the information necessary mepersulit prevented.

In addition to the above should also be assessed policy or the policy presumably what is used in the implementation of e -Government in Lampung Province. Policies to implement the e-Government need a basic uniformity in the implementation of clear. n addition to these policies need dipeningkatan capacity of officials or employees in implementing e -Government in Lampung Province .

B. Special Purpose

In connection with this background that have been raised, then the expected goal of this research is

- a) Identify and analyze the employees' competence in providing services via e - government program.
- b) Build and develop models (groove and strategy) service alleged to be effective and efficient, structured to develop the ability to provide services by applying the approach to e -government.

Urgency Virtue Activity

Improvement of human resources through e -government indicating that an employee can make himself as human resources that are reliable and able to compete globally. Therefore, required high skills and abilities that involve creative thinking, critical, systematic, logical, and able to work together effectively and efficiently. This is the basic competencies that must be owned by each individual employee who is a minimal expression of the knowledge, skills, attitudes and values that are reflected in the habit of thinking and acting, quickly and effectively .

Judging from the development framework renewal service system, the implementation of e -government models based on the development of the ability to think and work, and service development is in accordance with the development of technologies that are being developed today. Therefore, the development of a model -based e - government competence and develop the ability to think, problem solving ability, and character development is indispensable in order to enhance employee knowledge, train employees reason to think critically, creatively, systematic, logical, able to work together effectively and efficiently, respect for others, hard work, and is able to solve the problems .

The development of a service model in this case will involve employees, the lecturers of the University Bandar Lampung (UBL) is competent Which is expected to produce a groove and e -government strategies are effective and efficient to develop creative thinking abilities of employes in the province of Bandar Lampung .

2. LITERATURE REVIEW

Conditions E-Government in Indonesia

E-Government initiatives in Indonesia have been introduced through Presidential Instruction No. 6/2001 th. 24 April 2001 on Telematics (Telecommunications, Media and Information Technology) which states that government officials should use telematics technology to support good governance and accelerate the democratic process. Furthermore, e-Government shall be introduced for different purposes in government offices.

Public administration is one area where the Internet can be used to provide access for all communities in the form of basic services and to simplify the relationship between people and government.

E-government is a government program in an effort to develop the implementation of electronic-based governance and do transformation to facilitate community activities and businesses.

Through the development of e-government, the government expects to do the structuring of management and work processes within the government and the government of the autonomous regions by optimizing the use of information technology and communications. For the implementation of e-government, the government has issued a National Policy and Strategy Development of E-Government is poured through Presidential Instruction No. 3 in 2003. The information technology includes two (2) related activities, namely:

- a). data processing, information management, systems management and work processes electronically;
- b). The use of advances in information technology so that public services can be accessed easily and cheaply by people throughout the country.

E-Government by providing services via the Internet can be divided into several levels, namely the provision of information, one-way interaction, two-way interaction and transaction services fully electronic means. Erection one direction could be the facility to download the required form. Processing / collection online form is an example of two-way interaction. While the full electronic services in the form of decision and delivery (payment). Considering the fact that the implementation of e Government in Indonesia mostly then on stage by the government or the publication of new sites on information provision. Data in March 2002 showed 369 government offices have opened their websites. But 24% of these sites fail to maintain the continuity of operation time due to a limited budget. Currently only 85 sites are operating with complete choice. Jakarta post 15 January 2003). It should be underlined that e-Government is not just a website publication by the government. Providing services up to the stage of full-service electronic delivery should be pursued. Changes in the organization of governance that exist today, to a form of organization system network by utilizing information and communications technology is not as easy as expected, due to a number of constraints on operations, among others: • the quantity and quality of human resources at the local government agency that is very limited (not ready to receive The culture change to the information communications technology); unavailability of adequate infrastructure (not their IT master plan and the grand strategy of the e-gov); the organizational structure of the management of e-government is not adequate (a consequence of the Government Regulation No. 8 of 2003 on Guidelines for the regional organization);

- a). Quality and Quantity of human resources. Based Data Collection Birthday Civil Servants in 2003 (3.648.005 people) does not provide data on how the percentage of civil servants working in central and local government offices, so it can not be known exactly how the 'power' of civil servants in central and local government to be able to build and develop e-government
- b). Ability Infrastructures In supporting the construction and development of e-government in the region, the provision of facilities and infrastructure supporting e-government is a key condition that must be implemented. Approximately 55% of local governments have claimed to have a strategy and implementation of e-government, while the rest do not have a strategy in mengimplementasikan e-government, it is caused partly by the unavailability of adequate communication access.

It has been quite a lot of e-government applications that have been made by a number of local government, both for internal purposes and for public services. Operation systems and applications created using a variety of different standards, this happens because of the construction of the database and the application comes from a number of different consultants. Due to the differences mentioned above, then between the database and other databases do not allow for data communications. Although a number of local governments have begun using open source applications, productivity tools However the most widely used Microsoft Office still remain, in addition to the still prevalent application is unclear license.

Organizational Structure Of The E-Government Business.

At this time the manager of e-government at central and local government are structurally unclear. At the local government level, the manager of e-government is still work units contained in the government, among others, the Office of Information and Communications (DisInfokom), Electronic Data Management Office (EDP), Planning Board Regional (Bappeda), Public Relations Section, the Information Communication and Data Manager Electronics (BIK & PDE). The condition occurs due to PP 8 years 2003 on Guidelines for the regional organization, so that every local government is not the same in the area of assignment in charge of managing e-government.

a). E-Government and Community Services.

Objectives to be achieved by the implementation of e-Government is to create an online customer and not in-line. E-Government aims to provide services without the intervention of employees of public institutions and systems long queue just to get a simple service. Besides e-Government also aims to support good governance. The use of technologies that facilitate the public to access the information can reduce corruption by increasing transparency and accountability of public institutions. E-Government can expand public participation in which community it is possible to be actively involved in decision-making / policy by the government. e Government is also expected to improve the productivity and efficiency of bureaucracy and promote economic growth. The concept of e-Government is to create a friendly interaction, comfortable, transparent and cost between government and citizens (G2C-government to citizens), government and business enterprises (G2B-government to business enterprises) and the relationship between the government (G2G-inter-agency relationship).

Implement e-Government has meaning a governmental organization of the wheels by utilizing information technology, means to apply a system transformation to a long work process work process systems based on information technology. Local government organization initially designed the purposes

of the work process manually (without the use of technology-based electronics) that need to be changed and adapted to allow the working process utilizing advances in information and communication technology.

It has been realized together, not all work processes can be instantly transformed into a system based on information technology and communications. There is still some work processes are still using manual systems, but gradually the work process should be able to shift to using technology-based work processes information and communication to processes performed can be faster, more effective, and efficient.

To be able to serve the public good, easy, quick, effective and efficient then at each local government need to be built Regional Information System is an information system developed and maintained, both by governments and third parties relating to the development of e-government third level (strengthening) and the level of all four (utilization), as well as applications that are G2G, G2B, and G2C. In developing the Regional Information System, based on the function of the application to be built, then there are two functions that need to be considered are:

Generic

Applications built more or less the same for all local governments. Characteristics, these functions generally refer to the law and regulations issued by the central government.

The classification of generic applications are: a Type of service:

- a. front office or back office.
- b. The main services: registration and licensing, administration, database, payment.
- c. Function: service and registration, data processing, data generation, reporting, administration, provision of the framework (workflow).

Specific

Applications built is not the same for each local government. Characteristics, these functions generally refer to local regulation, or even no legal reference and its legislation. The classification of specific applications are :

- a. Type of service : front office or back office .
- b. The main services : publishing the information; registration and licensing, data transactions, payments, administration, database.
- c. Function : as well as the provision of data and information services, licensing, data collection / inventory, data processing, data management, data analysis, reporting, decision making .

Thus that ensure access to the system through the facilities of e -Government for comprehensive maysarakat can be administered in the form of special terminals installed in public and put on the web-based information system to be accessed via the Internet. Thus Spake Ensure that access to the system through the facilities of a comprehensive e -Government for maysarakat can be administered in the form of special terminals installed in public and put on the web - based information system to be accessed via the Internet. If the terms of the five key governance information systems and e -government conditions on a number of governments, then to be able convening of e -government in Indonesia well, required a number of requirements, namely :

- a. improving human resources (civil servants) who have competencies in information technology and communication to be able to run the e -government in each local government ;
- b. development of communications network infrastructure to be the implementation of a virtual office (office automation) as an essential part of the implementation of e -government ;
- c. development of an integrated information system for the region that can provide public services in a fast, easy, effective, and efficient ;
- d. the availability of budget for the development of information and communication technology in every local government office to make the implementation of e -government ;
- e. their e - leadership at every line structure of government so as to enable the support of the leadership of the local government.

In addition to government officials, the standard operating procedures of e -Government system must be understood also by the public. For example, road damage report data should be accompanied by clear information on the location of the damage in question. Without this information, the report could not be followed. Similarly, the licensing decision automation, entering data requirements should follow standard procedures so that the system can process.

3. RESEARCH METHODS

This study uses Development Research (development Research) oriented towards the development of products which are described as accurately as possible the development process and the end product was evaluated .

Van den Akher (1999) mentions as formative research where the research activities carried out in the specific process and is aimed at optimizing the quality of the product implementation in certain situations. In the context of the services, development Research applied in service activities from the design and testing of the material product type of services to be developed. The results of this study are a quality product theoretically, procedural, methodological, and empirical .Descriptive research is a study to find the facts with proper interpretation, describe accurately the properties of some group or individual phenomena, determine the frequency of occurrence of a condition in order to minimize bias and maximize reliability .

His analysis is done by ex post facto, meaning that the data collected after the events took place. Descriptive methods generally have 2 main characteristic : (1) focusing on the problems that exist now; (2) the collected data were first compiled, described and analyzed as it is often called the descriptive method of analysis methods. The purpose of descriptive research is to describe accurately the properties of the individual, the state, or the symptoms of certain groups or find deployment (frequency) of a symptom, and other symptoms in the community .

4. RESEARCH RESULT

Efforts to connect the technological development in Indonesia is not only putting information and communication infrastructure in place. However, furthermore, this effort concerns the issue of developing a new culture in obtaining information and communication skills and develop staff capacity to provide services to the community, and has the knowledge and ability on how to utilize the Information and Communication Technology. Without it, an increase in development by the Internet access service or other ICTs are merely attempts are futile without sustainability and will not bring the expected result of increased welfare .

According to the results of research that the implementation of services through e -government program in Lampung Province has not been implemented as expected due to the limited range of facilities and human resources which are not yet ready in the implementation of services through e -government program. The weakness that has not been implemented e -government program is not ready for such facilities :

A. Human Resources .

Human resources is vital that support policy implementation, including adequate staff and good skills to carry out their duties, powers and facilities to support the implementation of e-government program in Lampung province .Based on the results of interviews with informants dilakukanpeneliti ,it is known that the human resource capacity as executor of e -government program in Lampung Province, is relatively insufficient, thereby affecting their ability to identify and resolve problems quickly through e-government program in Lampung province, yet they have a desire untum provide optimum services through e -government program in Lampung Province .

B. Supporting facilities.

In terms of optimizing the achievement of program objectives of e -government in the province of Lampung, relating to facilities that support these policies, in principle informants realize that the main issues the implementation of e-government programs in the province of Lampung is the lack of funding to complete supporting facilities, such as computer facilities and a dedicated space for the service through the e -government program in Lampung province, in support of the provincial government in optimizing the service through the e -government program in Lampung Province. the results of research to support facilities revealed that budgetary support from the Government of Lampung Province does not exist, however, the results showed their support facilities and infrastructure such as buildings, desks, chairs that can be one of support in preparing for services through e-government programs in Lampung Province, Implementation of e -government in line with the changing life of the nation is fundamentally that in addition to the change of the authoritarian and centralized governance system toward a system of democratic governance, has also been the implementation of regional autonomy. Changes that occur called for a clean government, transparent, and able to answer the changing demands effectively. The management system of government which has been the hierarchical system of authority and command of the conical sectoral and long, should be developed into a network organization management system that can shorten the lines of decision-making and broaden the span of control. Services through e-government

programs in Lampung Province has not been implemented because of the lack of policies by the stakeholders in providing services through e-government programs, so that the human resource is not ready to provide services, as well as the immature state of supporting facilities such as computers and various supporting facilities in providing services through e-government program. But already provided several new buildings as well as facilities such as tables and chairs, which can be used in providing services through e-government program in Lampung Province .

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