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Evaluating the Role e-Government on Public Administration Reform : Case of Official City Government Websites in Indonesia

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Abstract

This paper will evaluate the status of e-Government implementation on the Public Administration Reform (PAR) in Indonesia using samples of some official city government websites. Data were collected based on the four parameters of citizen document service , business permission service, planning transparency, and finance transparency. Each of these parameters will be evaluated with the score 0,1,2,3, or 4.Index of Reform (IR) is also calculated with the range 0 to 4. About 32 Websites samples are taken from the capital of provinces in Indonesia and non capital cities in Java. The result shows that only 15,6 % websites having IR between 2.75 to 4.00 and city of Surabaya has the highest rank. Nationally, by combining the percentage of value 3 and 4 for each parameter, we obtain the percentage 18.75% for citizen service, 37.50% for business service, 25% for planning transparency, and 40.6% for finance transparency.. Meanwhile, West Indonesia with 35.30%, 52.94% ,35%, and 42% is higher than East Indonesia with 0%, 19.97%, 13.34%, and 40%. Based on corridor, for the citizen service and business permission., Corridor Java and Sumatera had the percentage of 45.45% & 17% , and 54.55%& 50% which are higher than other corridors. On the planning transparency, Sumatra corridor had the highest score of 50% , then follow by Java with 27% . But corridor Bali&Nusatenggara with 100% is the best on the finance transparency, follow by Java (46%) and Sumatera (34%). As a conclusion, PAR using e-Gov in Indonesia is still running slowly. West Indonesia, with Java and Sumatera corridors, is better than East Indonesia in e-Gov implementation. But for the finance transparency, corridor Bali&NusaTenggara of East Indonesia is the best. It is recommended that each city government enhance the static content and gradually move to the transaction content, such as for ID card which the order progress can be known online since the order submission.

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1. Introduction

As the ICT having great role in daily life, it also enters to the government which is known as e-Government. Some countries had reported the implementation with a variety level. Indonesia itself also needed it in running the duties of Indonesia government as regulator and provider the public service.

Bastian[1] said that in 2003 most of Indonesia office implemented e-Gov at the first level that is only deliver information to citizen through website. Only a few of Indonesia office had achieved the second and the third level such as *SIMTAP(Sistem Informasi Manajemen saTu AtaP*= Management Information System of One Stop) which had been developed by some local Government. Another research is reported by Dahlan[2] that from 64 websites, 45.2% are classified in informational category, 50% as responsive, and 4.8% as transaction based on World Bank version category. According to five stages of e-Gov maturity of UNDP version, 55% of Indonesia government website are belong to first stage that is Emerging, 28% in Enhanced stage, and 17% in the stage Interactive. Only one local e_gov in the Transaction stage but none in the last stage of Connected.[9].

While Hermana and Silfianti[5] pointed out that there is a difference of webmetric ranking between local government in Java and outside java. In java, the website of city governmnet or district government are more dominant than the province website, but outside Java prevail the contrary. In addition, Hermana et al [4] founded that all type of government website outside Java provide information and service lower than local government website in Java. Moreover, there exists a digital divide on delivering for the feature and transparency.of finance.

All reports above spoke about the status of e-Gov development internally in Indonesia. To see the comparison with other countries, a research in 2013 by a team of Waseda University Japan founded that Indonesia is on the 40th rank from 55 countries in the world [15]. In ASEAN , Indonesia is below Singapore (1), Thailand (20), Malaysia (24), Brunei (31), and Vietnam (37). Indonesia is only above Philipine (41) and Cambodia (51). Among 20 of APEC countries, Indonesia ranked 18th above Philipine and Peru (46). Other countries rank such as USA (3), South Korea (4), Japan (6), Australia (11), China (27), Brazil (33), and Rusia (34).

However, there is no report about the relationship between e-Government and Public Administration Reform. This leads to conduct a research to see the status of e_Government implementation especially for official city government websites related to the Public Administration Reform in Indonesia.

2. The role e-Government in Public Administration Reform

e-Government is defined as the use of ICT especially internet to achieve better communication between G2C, G2B, G2G in order improving efficiency, effectivity, transparency, and accountability of government implementation. [8 9 12 14]

UNDP[9] classified e-Gov into five stages in maturity,these are emerging, enhanced, interactive, transaction, and connected.Theemerging stage provides basic information such as history, organizationstructure, vision andmission. While for the enhanced stage, user can download documents such aspublications andlegislations. The interactive stage allows to complete manually for the downloadable forms. In the transaction stage, user can submt form online, whereas the connected stage allows one stop shopping and delivers central government services at locallevels.

OECD [12] added that e-Gov can be used in Public Administration Reform due to some reasons mainly improving online access to information and enabling the delivery of services to cities and businesses in convenience way. Some Countries in the world had reported the implementation e_Gov related to Public Administration Reform..

Italy launch 'e-Gov 2012' program as a planning to improve the public administration which are innovative, accessible, and transparant. It also improves the online service to make the service closer to citizen and businesses.[13] In USA, e-Gov is considered as a reform effort called 'Reinventing Government' to provide better and more transparant communication to citizens through White Houes website at Obama era.[3] While Australia considered e_Gov as a challange and opportunity to improve the service delivery efficiency and to make the service more accessible and citizen oriented [16.] Similarlay, Serbia used e-Gov as a basic to reform and modernize the Public Administration. The Serbian citizen will obtain public service eletronically, participate in decision making, monitor the state activities, and enhance the relationship between citizen and local government.[7]

In Indonesia, e-Gov has a role to reform the public service (G2C), the business service (G2B),and the