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## E-Government Services : Improving Employment Services In Dumai City

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### Abstract

E-government in Dumai City is a manifestation of the responsibility of the Dumai local government to improve the quality of services that are presented electronically based on websites. The development of e-government is an innovation that is carried out in developing effective and efficient government administration. The Dumai City Manpower and Transmigration Office is one of the government agencies that runs e-government services in serving communities and companies to obtain employment information. The system formed to serve the job seeker community is known as the Employment Information System (SINAKER). Empirically, this system was implemented to answer several complaints from people who wanted speed of information related to job opportunities for the community. Services that are carried out manually are still not optimal, so a good step is taken to help the community openly. This article aims to look at the process of e-government services in Dumai City which aims to assist the government in maximizing service to the community, so that people can access information on job opportunities that can be accessed via the internet. The research findings that there are 3 (three) aspects in the development of e-Government through the created system. Various suggestions were given to the government to improve its services to the public.

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## Abstrak

E-government di Kota Dumai merupakan wujud tanggung jawab pemerintah daerah Dumai terhadap meningkatkan kualitas layanan yang disajikan secara elektronik yang berbasis website. Pengembangan e-government adalah inovasi yang dilakukan dalam mengembangkan penyelenggaraan pemerintah yang efektif dan efisien. Dinas Tenaga Kerja dan Transmigrasi Kota Dumai merupakan salah satu agensi pemerintah yang menjalankan layanan e-government dalam melayani masyarakat dan perusahaan untuk mendapatkan informasi ketenagakerjaan. Sistem yang dibentuk untuk melayani masyarakat pencari kerja ini dikenal dengan Sistem Informasi Ketenagakerjaan (SINAKER). Secara empiris, system ini dilakukan untuk menjawab beberapa keluhan dari masyarakat yang menginginkan kecepatan informasi berkaitan dengan peluang pekerjaan untuk masyarakat. Pelayanan yang dilakukan secara manual dirasakan masih belum optimal, sehingga dilakukan sebuah langkah yang baik untuk membantu masyarakat secara terbuka. Artikel ini bertujuan untuk melihat proses layanan e-government di Kota Dumai yang bertujuan untuk membantu pemerintah dalam memaksimalkannya pelayanan ke masyarakat, sehingga masyarakat dapat mengakses informasi-informasi peluang kerja yang dapat diakses melalui internet. Temuan penelitian bahwa terdapat 3 (tiga) aspek dalam pengembangan e-Government melalui Sistem yang dibuat. Berbagai saran diberikan untuk pemerintah guna meningkatkan layanannya kepada masyarakat.

## 1. INTRODUCTION

E-Government services are currently being carried out in all parts of the world (Saxena et al., 2022). Service processes that use Communication, Information and Technology. E-government is defined as a way for the government to provide services to the public based on communication, information and technology (Ayyash et al., 2022). E-government is defined as action in the public sector involving information and communication technology with the aim of optimizing efficient, transparent and effective public service processes (Yasah et al., 2021). E-government has become an important part of efforts to build good governance in Indonesia (Afrizal, 2020).

One of the interesting areas to see e-government activities in providing services to its people is the City of Dumai. Dumai is a city that has the 2nd largest area in Indonesia, namely 1727.28 Km<sup>2</sup> with a

population of 328378 people spread across 7 sub-districts and 36 sub-districts. With such a wide distance, the government needs a way to serve its people well, especially in serving people who need employment information. One of the government's efforts to provide services is through the Dumai City Manpower and Transmigration Office.

Empirically, the large number of unemployed people each year is a problem for the Dumai City government. When viewed from the perspective of citizens' rights, citizens have the same rights and opportunities to choose and get a job and earn a decent income. The presence of the government here as the owner of authority and has an obligation to provide services to fulfill the people's desire to get a job. In the city of Dumai, there are many job seekers who need to pay attention. For details, see the following table:



33 **Table.1**  
**Job Applicants by Educational Attainment in Dumai Municipality, 2019 - 2021**

Educational Attainment	2019	2020	2021
Not Yet Completed Primary School	1	-	1
Elementary School	5	22	4
Junior High School	52	62	25
Senior High School	4.679	4.113	2.373
Diploma I/II	3	1	1
Diploma III	236	249	147
Bachelor's	554	430	513
Post Graduate	1	1	1
<b>Total</b>	<b>5.531</b>	<b>4.878</b>	<b>3.065</b>

Source: Badan Pusat Statistik of Dumai, 2023

From the data above it can be seen that in fact in the city of Dumai there are many job seekers who need services from the government every year. The large number of high school graduates is a priority for distribution to companies located in the city of Dumai. Therefore, to serve these job

seekers, innovation is needed that can help the public get job information that is safe and fast. When viewed from an age perspective, the condition of job seekers in the city of Dumai can be seen in the following table:

**Table 2.**  
**Job Applicants by Age Group in Dumai Municipality, 2019 - 2021**

Age Group	2019	2020	2021
15 - 19	1574	1145	663
20 - 29	3486	2949	2122
30 - 44	454	699	273
45 - 54	17	78	9
54 +	-	7	1
<b>Total</b>	<b>5531</b>	<b>4878</b>	<b>3065</b>

Source: Badan Pusat Statistik of Dumai, 2023

The high age number of job seekers in the city of Dumai certainly forces the government to innovate in helping people to easily obtain information on vacancies and job opportunities. The need for a service that is fast and can be accessed by the community via the internet related to all activities and information that can help people to get jobs is very much needed.

The provision of employment services has also run into issues in several of Indonesian provinces. due to the dearth of operators. A reliable program operator is obviously required for the set up of the use of the internet and its applications (Buchari, 2016). Aside from that, the service is slow, the waiting area is uncomfortably cramped, and the service cost structure is opaque (Yuniarti, 2014). Another barrier to the



labour search process is the government and labour supply companies insufficient information (Wulandari et al., 2021). The difficulty in gathering information is brought on by the fact that each job posting made by a company has unique qualities and traits that set them apart from one another (AW et al., 2019).

The Employment Information System (SINAKER) is a website-based application that is presented to assist the government through the Dumai City Manpower and Transmigration Service to provide services to the public in providing information related to employment. An innovation made by the city government to produce fast services that can be accessed by the government, companies and the community itself.

This is considered a smart solution in an effort to improve sustainable services. SINAKER aims to be a forum for the government, companies and the community to work together in creating services for the job seeker community. Besides that, as an extension for the company to provide data and information related to labor and for the community itself it is useful as information about all employment matters which makes it easier for the community to get information quickly and accurately. Based on the issues discussed, this article will discuss how to use e-government in improving employment services in the city of Dumai.

## 2. LITERATURE REVIEW

### A. E-Government

The definition of e-government has been widely discussed by various sources (Khattab et al., 2015). Some experts define differently but actually have the same meaning as defined (Afrizal & Wallang, 2021). E-government is the use of

information and communication technology (ICT) by government organizations in carrying out their duties in managing government and providing public services (Verkijika & Wet, 2018). E-government also allows interaction and communication between the government and the public to share information (Gupta et al., 2016). Utilization of ICT in this context includes the use of hardware, software, and computer networks to facilitate communication and organizational processes (Alawadhi, 2019).

Through e-government, the provision of government information and services can be held online through the internet and other digital media (Wallang et al., 2022; Bakunzibake et al., 2019). The adoption of e-government and citizens' use of these services undoubtedly play a significant part in its effectiveness (Tremblay et al., 2023). E-government services are those that are offered by the government and delivered to citizens online. The service is provided online, and both personal computers and smartphones can access it (Nowak, 2003; Afrizal et al., 2023).

E-Government is an effort to utilize ICT (information, communication, and technology) to improve government efficiency (Wallang, 2018; Shouran, 2021). Everything related to government is recorded by utilizing ICT technology to provide information to the public according to their needs through website technology (Nor et al., 2019).

The types of e-Government projects are divided into three main classes, namely (1). Publish, this type is the easiest implementation of e-Government because in addition to small-scale projects, most of the applications do not need to involve a number of large and diverse resources, (2). Interact, in the interact class there has been two-way communication between the





government and those who have an interest, and (3) Transact, what occurs in this class is a two-way interaction like in the interact class only that there is a transaction related to the transfer of money from one party to another (Indrajit *et al.*, 2005).

The publish, interact, transact service projects in e-government will then produce new forms of relations such as G2C, G2B, G2G and G2E. The concept of the form of relations that occur in e-government is classified by Richard Eko Indrajit into four types, namely: G2C (Government to Citizens), G2B (Government to Business), G2G (Government to Government), G2E (Government (Government to Employees) (Putri & Lubis, 2016).

### B. E-Service

Electronic Services (E-Service) is the provision of services carried out electronically. E-service is also interpreted as a step forward for service providers to provide facilities for service activities and transactions in order to create effective and efficient services (Noor, 2022). In addition, electronic services have changed the paradigm from traditional services to online-based services as long as there is an internet network. However, the e-services process that is carried out with the aim of creating quality public services turns out to be quite complicated (Afrizal, 2020). Utilization of government e-services is also expected to prevent services that have been complained by citizens (Sihotang *et al.*, 2023).

As a service provider, the government must be able to innovate and establish service security (Alexopoulos *et al.*, 2023). To ensure the success of e-services, the government must also prepare all resources and infrastructures (Pusvita & Muttaqin, 2023). Likewise, the government must be able to take sustainability into account when providing services (Guzman, 2022).

Government services delivered online must be of the finest quality. This is inextricably linked to the government's function as a provider of public services by putting the skills of its resources first (El-Gama *et al.*, 2022).

### C. E-Government in Dumai City

In Indonesia, the use of information and communication technology (ICT) by the government has started with Presidential Instruction No. 6 of 2001 dated 24 April 2001 concerning telecommunications, media and Information, which states that government officials must use ICT to support governance (Hidayanto *et al.*, 2014). This is the starting point for e-government to run from the central government to local governments (Yusuf *et al.*, 2021). In Indonesia, especially the province of Riau, began implementing E-Government after the Presidential Instruction was issued until now it continues to make improvements (Damanik & Purwaningsih, 2017). Along with that, the problems that arise are the extent to which quality, efficiency, interaction, traffic, performance and many other things have not been tested and received consideration from both users and the government to provide information to the public easily (Guano, 2021).

The City of Dumai is one of the cities in Indonesia that supports the implementation of the 2023 Smart City Movement program. The City of Dumai is currently working to improve electronic-based public services (Indrawan *et al.*, 2022). At this time, Dumai City has produced 6 big themes or quick win smart cities, namely Si-Lawo (Smart Governance), Culinary Village (Smart Branding), Si-Naker (Smart Economy), Sakti Q-RIS (Smart Living), Processing Clean Water from Peat Water (Smart Society), and Solemn Hygiene (Smart Environment).



To realize electronic-based services, Dumai already has several applications that have been implemented, such as:

1. Si-Naker (Employment Information System) at the Dumai City Manpower and Transmigration Office,
2. iDumai at the Dumai City Library and Archives Service,
3. Si-TanjakMas (Community Welfare Data Collection Information System) at the Office of Social Affairs and Community Empowerment,
4. Si-Lawo (Online Citizen Administration and Population Service System) at the Dumai City Population and Civil Registration Service,
5. Si-Peri (Licensing Service System),
6. Si-API (Investment Potential Application System) at the One-Stop Service Investment Service,
7. Si-Datin (Data and Information Systems) at the Office of Communication, Informatics, Statistics and Encryption,
8. Si-Molek (Information System and Legal Metrology) at the Dumai City Trade Service,
9. Online and Mobile JKN queues at the Dumai City General Hospital,
10. e-LKB (Online Loss of Goods Report at the police station)
11. SISDAKEL (Kelurahan Administrative Data System) in Dumai Kota sub-district

By the various services provided by the Dumai City Government, of course it is proof that there is an effort from the government to realize services by creating applications that can be accessed by all people, companies and from the government itself (Afrizal, 2020). SINAKER services are made in the form of a website because it is considered easier to process and access by companies and the public.

From the interviews conducted, information was obtained that from the various services provided by the government, services through websites are indeed widely used by the public.

### 3. RESEARCH METHODS

The research was conducted using a qualitative approach with a locus at the Manpower and Transmigration Office of the City of Dumai which has used e-government based services in providing public services. Data collection techniques in this qualitative research using interviews, observation and documentation (Kothari, 2004; Pandey, 2015). As for the data analysis technique, the researcher uses a case study analysis technique, namely through the selection of themes, topics and cases, then reads the literature, then proceeds with the formulation of the research focus and problems, after that performs data collection, data refinement, data processing, theoretical dialogue, and triangulation of findings to reports of research results (Yin, 2009). The selection of informants consisted of employees of the Dumai City Manpower and Transmigration Office, companies and the community as service users who were selected by purposive sampling technique (selection of samples with certain criteria) (Usman & Akbar, 2017). The focus of this research is the development of e-Government through the SINAKER System.

### 4. RESULT AND DISCUSSION

#### A. PUBLISH

The "publish" class is known as one-way communication, in which the government publishes various data and information in its possession to be directly and freely accessed by the public and other interested parties via the internet. This stage uses information technology to expand



9 access to government information, for example by creating information sites in each institution, preparing human resources, socializing information sites both internally and for the public (Ali, 2012). The tools used are computers or mobile phones through the internet, where these tools are used to access websites (Indrajit *et al.*, 2005).

Based on Law Number 25 of 2009 concerning Public Services which explains the rights of the public to receive services from the service provider, namely the government (UU RI No. 25, 2009). As stated earlier, there is an obligation from the government to provide services to the community. In the Publish stage (One Way Communication), it can be seen that the Dumai City government has carried out the publishing stage (One Way Communication). The manifestation of this publication is that there is a lot of information provided by the government relating to the interests of the community as users of government services. The preparation of this website-based system will, of course, be directly accessible to the public and companies.

### 1. SINAKER system

SINAKER is a digital ecosystem platform for all public services and activities in the field of employment within the government of the city of Dumai. SINAKER was created to facilitate employment services needed by the community. Of course, SINAKER was accessed by officers at the Dumai City Manpower and Transmigration Office. This application is useful for the Dumai City Manpower and Transmigration Office to present information related to employment in the city of Dumai. This is important for the agency to provide information related to job vacancies. Therefore, the launch of the Employment Information System (SINAKER) where this system is a Web and

Mobile Application Used to Support the Labor Administration Process carried out by the Manpower and Transmigration Office of the City of Dumai.

The presence of this application is certainly a good innovation in making it easy for the public to obtain information related to employment. People no longer need to visit the Manpower and Transmigration Office of Dumai City to get some services. The services that can be obtained by accessing SINAKER are:

#### a. Job Seeker Card (AK/I)

Job Seeker Card (AK/I) is requirement used for Job Seekers aimed at residents who are domiciled in the City of Dumai. This AKI card is a card that is used as a job seeker's sign which is often referred to as a yellow card. This card was issued by a government agency through the Dumai City Manpower and Transmigration Office which was made with the aim of collecting data on job seekers.

#### b. Workforce AK/III

Workforce AK/III is a service requesting labor from companies in the city of Dumai through the SINAKER application. Information on the demand for labor needed by companies in the City of Dumai. This information can be accessed within SINAKER, where various information on job vacancies is informed online to the public.

#### c. Mobile Training Unit

The Mobile Training Unit is a Job Training Service Program for Dumai City residents. Various activities and information related to job training can be seen at SINAKER. This certainly makes it easier for the public to obtain information on trainings carried out by the Department of Manpower and Transmigration in Dumai City.





*d. Work Call (AK/IV)*

Work Call (AK/IV) is a Manpower Calling Service Program for Dumai City residents. Calls to work are of course the result of cooperation between the government and the company which is facilitated by the government through the Dumai City Manpower and Transmigration Office. This is a manifestation of the government's responsibility in channeling and supervising the labor recruitment process in Dumai City.

*e. Letter of Work (AK/V)*

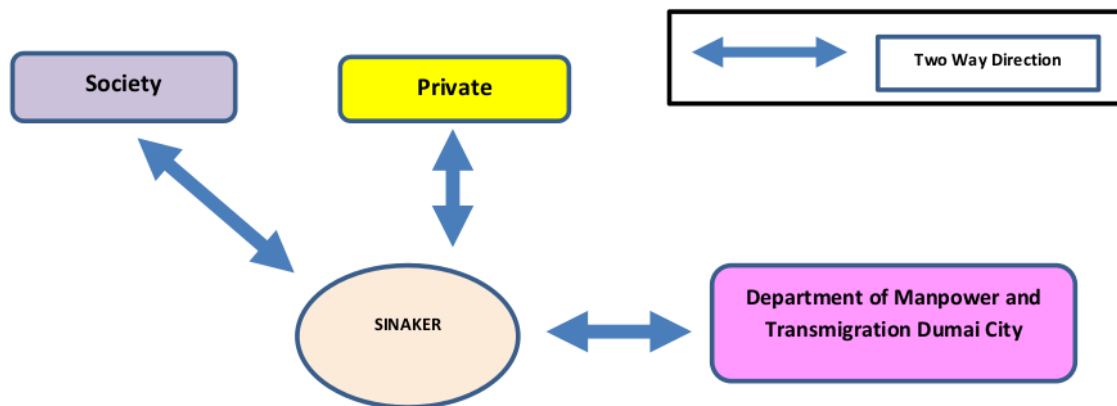
Letter of Work (AK/V) is a labor delivery service from companies in the City of Dumai through the SINAKER application. Employment Cover Letter (AK/V) is the government's effort to control all employment activities. The existence of labor delivery services from companies can now be done through a website-based application.

The presence of the Employment Service has a function so that people do not need to go to the Office as they have done so

far. The community can access all needs related to information and issuance of letters which can be done online. As a service provider, the government, in this case, is required to build a platform that can be accessed by all people without exception. The publishing stage that is carried out is actually preparing a portal that can be accessed by service users. The government has prepared a platform that can later be accessed via computers and mobile phones, which are currently widespread in society. The Publish stage certainly makes it easy for anyone who accesses it to receive all the information needed for every public need.

The devices for accessing the system prepared by the government in publishing activities are computers and mobile phones through Internet media. This device can be used to access the site (website) provided, and the user will also get the data or information needed. The service flow carried out using the Employment Information System (SINAKER) is as follows:

**Figure 1**  
**Service flow of the Employment Information System (SINAKER)**



3  
From the picture it can be seen that the flow of SINAKER services is good from the community, companies can access this system simultaneously without the need to come in person. Being accessible to companies certainly supports both information about the company, job vacancy information and various kinds of information needed.

online and submit an application to the Employment Information System (SINAKER). Meanwhile, the company can send information on job vacancies, the condition of the workforce that is owned in the application. To access it, the public and companies can access the official website at the address: <https://sinaker-disnaker.dumai.go.id>. For more details, see the following image:

## 2. Stages of Accessing SINAKER

The submission stage is the initial stage where the public can view the requirements

**Figure 2**  
User interface of the official website

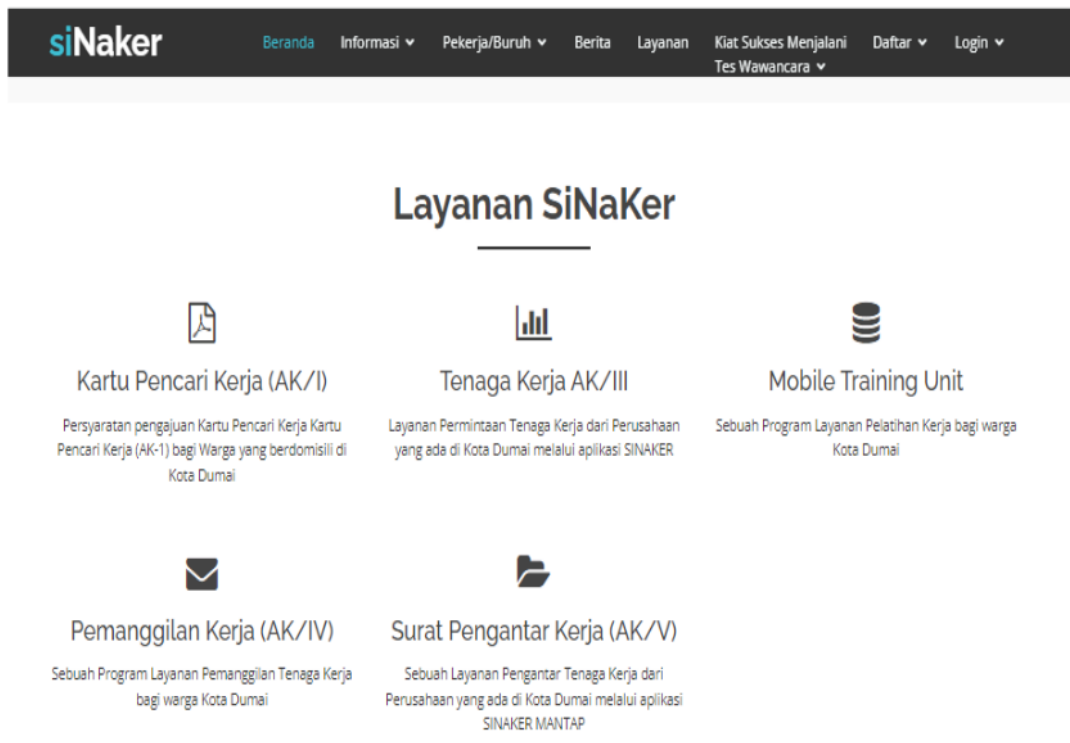


Accessed: 05/03/2023

In the appearance of this website it can be seen that the Employment Information System (SINAKER) has many menus that are always displayed. The information displayed certainly has information that is needed by the community. Within the

application there is a menu such as Home which contains an overview of this application being published. In addition, all services can be seen on the first page as follows:

**Figure 3**  
**User interface of the official website**

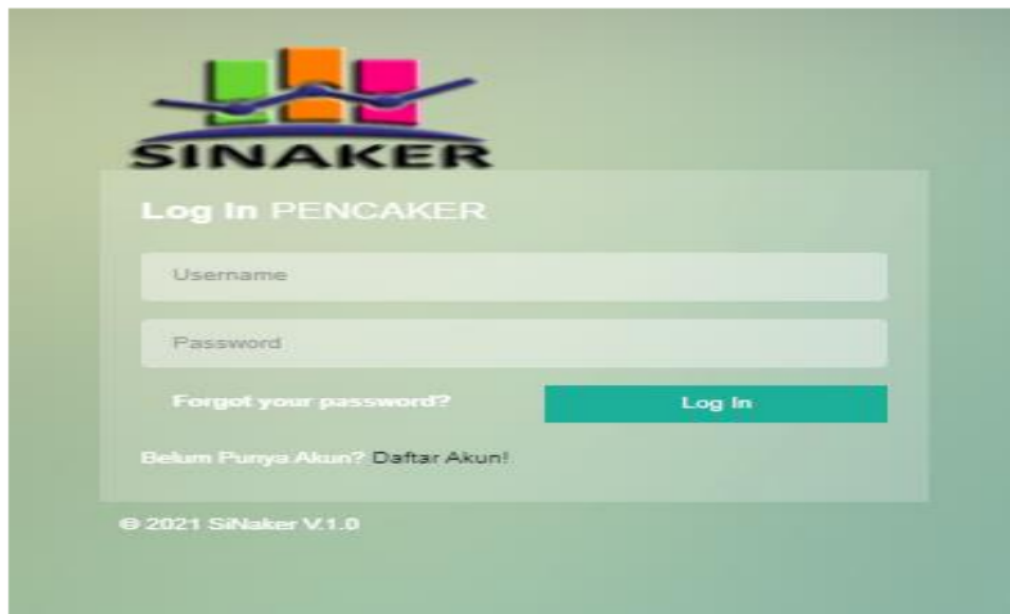


*Accessed: 05/03/2023*

From the picture above, it can be seen that there are several service options and some information that can be accessed by the public and companies. For the public, can access this website to view various information. If people want to register as job

seekers, they can also access the login. Whereas for the company, to forward information on job opportunities, data on the condition of the company will also log in. The login display is as follows:

Figure 4  
Log in illustration of SINAKER



*Accessed: 05/03/2023*

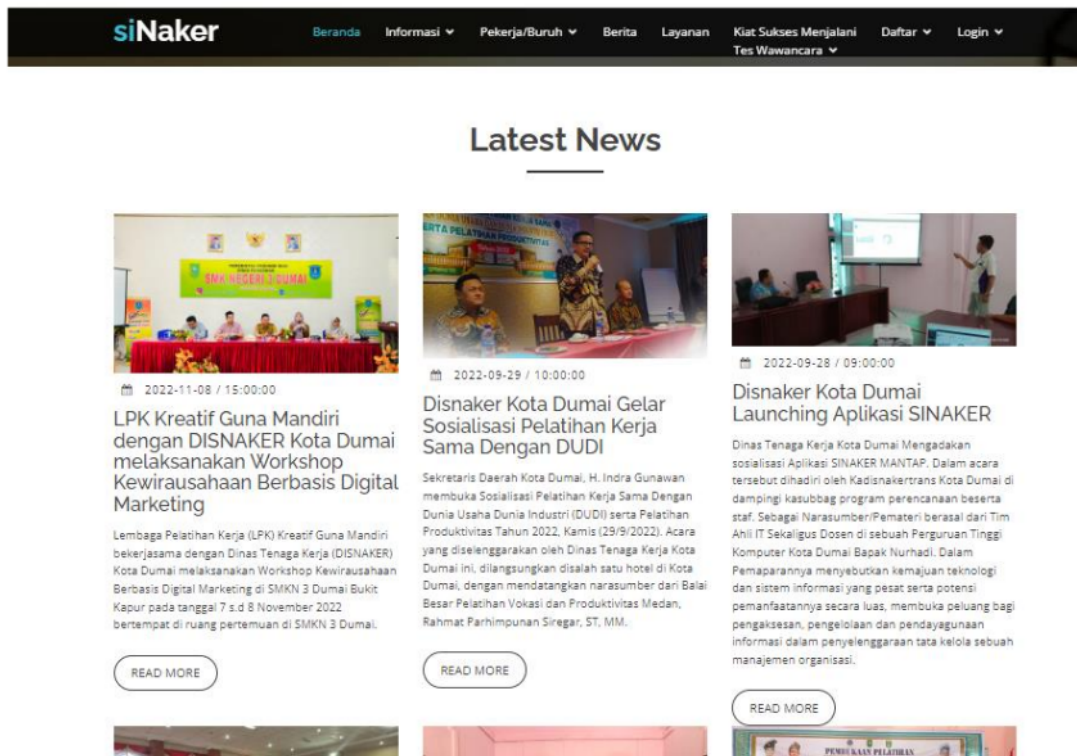
From the picture it can be seen that those who have access to this system are the public as job seekers, companies and website operators. It can be seen that this website has given full access to it. In addition, the SINAKER website also provides various information for people who want to know about company information, job seekers and job vacancies. However, this feature has not been fully utilized. It is proven that company information, job seekers and job vacancies are still not disclosed on the

website. Apart from that, it also has a "Worker/Labor" feature which provides information about Checking Data, Complaints of workers/labourers and labor. But this feature is also still not utilized.

However, for the "News" service this feature is running well, some of the news presented relates to all activities of the Dumai City Manpower and Transmigration Service which can be seen clearly. The appearance is as follows:



Figure 5  
Latest News in SINAKER



Accessed 05/03/2023

In addition there is a feature "Tips for Success in Conducting Interviews" this feature contains several links that provide information to job seekers to learn and get information as well as tips on how to conduct interviews in job acceptance tests.

## B. INTERACT

In the Interact (Two-Way Communication) class, two-way communication begins to occur between the government and interested parties. Interact, namely expanding public participation in government, for example by creating websites that are interactive with the public, as well as having interfaces connected to other institutions (Ali, 2012). Interact, class,

occurs through two-way communication between the government and those who are interested. Two (2) types of applications are commonly used; the first is in the form of portals where related sites provide searching facilities for those who want to find specific data or information, and the second is that the government provides access channels where the public can hold discussions with certain units interested parties, either directly or indirectly (Indrajit et al., 2005).

There are two types of applications in interact, namely portals for searching for data seekers and channels that allow people to interact with certain interested units. In this case, the SINAKER Application has a

"Register" feature for people who need work. Given the job seeker registration feature by filling in personal data. Display registration as follows:

Figure 6  
Job Seeker Account Registration

The image shows a web form titled "Daftar Akun Baru Pencaker" (New Job Seeker Account Registration) under the SINAKER logo. The form contains several input fields: Username, Password, Konfirmasi Password (Password Confirmation), Alamat Email (Email Address), Nomor Induk Kependudukan (National Identity Number), Nama Lengkap (Full Name), a gender selection dropdown (Pilih Jenis Kelamin), a district selection dropdown (pilih kecamatan), and a sub-district selection dropdown (pilih kelurahan). There is a file upload section with a "Choose File" button and the text "No file chosen". Below this, it specifies "Tipe file KTP yang dibolehkan .jpg, .jpeg, .png". A captcha image is displayed with the text "Enter Captcha". At the bottom, there are two buttons: "Login jika sudah mendaftar." (Login if you have already registered) and "Daftar Akun" (Register Account). A footer note states "Akun anda akan di verifikasi oleh admin terlebih dahulu" (Your account will be verified by the admin first).

Accessed 05/03/2023

Job seekers are given a place to register. This means that the Dumai City Manpower and Transmigration Office will receive qualification data for job seekers who need work. In addition, this data can also be used by companies to see prospective workers who meet the desired criteria in the recruitment process carried out. From this, job seekers will also receive information from the company or from the Office regarding the required qualification information. Based on the research that has

been done, in this feature, it certainly requires special employees who manage this in providing interaction in running the feature. The Dumai City Manpower and Transmigration Office has 1 admin who operates all website activities.

### C. TRANSACT

In the Transact class, there is a two-way interaction like in the Interact class, except that a transaction is related to transferring money from one party to

another. This class provides online government services, for example, by creating public service transaction sites, as well as application and data interoperability with other institutions (Ali, 2012).

There is a two-way interaction in the transaction class, just like the interaction. However, this class is much more complicated than interact class because there are transactions related to money transfers from one party to another. There must be a good security system to carry out money transfers safely. The privacy rights of various parties in the transaction are well protected (Indrajit *et al.*, 2005).

In the SINAKER Service, the City Government of Dumai through the Dumai City Manpower and Transmigration Office does not charge any fees to the people who access the service. The City Government of Dumai seeks that all services provided are free of charge, this is in accordance with Law Number 25 of 2009 concerning Public Services.

## 5. CONCLUSION

In the context of implementing e-Government, the City Government of Dumai through the Dumai City Manpower and Transmigration Office provides a service as a forum for the public to obtain information on jobs and companies that require workers according to the desired qualifications through the Employment Information System (SINAKER). The research findings obtained findings that there are 3 (three) aspects in the development of e-Government through the Employment Information System (SINAKER), namely: 1. Publish (one-way communication), in this case the Employment Information System (SINAKER) can be accessed by all people where Information that can be accessed is all information relating to job vacancies in the

City of Dumai. With the existence of this SINAKER, of course there will be efforts from the government to help people who need information related to employment. 2. Interact (two-way communication), in this case media is available to support interaction between the government, the community and the company. 3. Transact, in this case the City Government of Dumai waives fees for people who want to access the SINAKER website. This is of course in accordance with Law Number 25 of 2009 concerning public services.

This research suggests that the Dumai City Government through the Dumai City Manpower and Transmigration Office, which is responsible for employment activities in Dumai City, should further improve its services by maximizing features that have not been actively used in the SINAKER application. This is important, because some of the available features actually have important values for increasing public trust in the public services provided by the government. In addition, for the future, improving the quality of services provided is also the main point to be developed in a better direction. This is important in order to create public satisfaction with the services provided by the government. This study has limitations, both in terms of the research approach and methodology used. It is hoped that in the future to develop similar research with different research designs. This is important in view of the novelty of research.





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