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.

Keywords: E-government, public service, employment

1. Introduction

E-government services are currently implemented 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 through communication, information, and technology (Ayyash et al., 2022). E-government is defined as an action in the public sector involving information and communication technology with the aim of optimizing efficient, transparent, and effective public service processes (Sajida et al., 2023; 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 in which e-government activities can provide services to its people is the City of Dumai. Dumai is a city with the second largest administration (municipality) area in Indonesia, namely 1727.28 Km2 with a population of 328378 people spread across seven sub-districts and 36 sub-districts (Wikipedia, 2023). With such a wide distance, the government needs a way to serve its people well, especially those who need employment information. One of the government's efforts to provide services is through Dumai City Manpower and the 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 opportunities to get a job and earn decent income. The presence of the government here as the owner of authority has an obligation to provide services to fulfill people's desire to get a job. In Dumai City, many jobseekers need to pay attention. For details, see the table 1.

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

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

Source: Badan Pusat Statistik of Dumai, 2023

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

Educational Attainment	2019 (people)	2020 (people)	2021 (people)
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
Total	5.531	4.878	3.065

Source: Badan Pusat Statistik of Dumai, 2023

From the data (table 1.), many job seekers need services from the government every year. The large number of high school graduates is a priority for distribution to companies located in Dumai. Therefore, to serve these job seekers, innovation is needed that can help the public obtain safe and fast job information. From an age perspective, the condition of job seekers in Dumai can be seen in the table 2.

The high number of job seekers in the city of Dumai certainly forces the government to innovate in helping people 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 get jobs is needed.

The provision of employment services has led to issues in several Indonesian provinces. owing to the dearth of operators. A reliable program operator is required to set up the Internet and its applications (Buchari, 2016). In addition, the service is slow, the waiting area is uncomfortable, and the service cost structure is opaque (Yuniarti, 2014). Another barrier to the labor search process is insufficient information on the government and labor supply companies (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 web-based application that assists 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 community itself (Hapzah et al., 2020).

This is considered a smart solution for improving sustainable services. SINAKER aims to be a forum for the government, companies, and the community to work together to create services for the job-seeker community. In addition,

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 obtain information quickly and accurately. Based on the issues discussed, this article discusses how to use e-government to improve employment services in Dumai.

2. Literature Review

a. E-Government

The definition of e-government has been widely discussed by various researchers (Khattab *et al.*, 2015). Some experts define it differently but have the same meaning as defined (Afrizal & Wallang, 2021). E-government is the use of information and communication technology (ICT) by government organizations to carry out their duties in managing the government and providing public services (Verkijika & Wet, 2018). E-government also allows interaction and communication between the government and public to share information (Gupta *et al.*, 2016). The 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, government information and services can be provided online and through 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 role in its effectiveness (Tremblay et al., 2023). E-government services are offered by the government and delivered online to citizens. The service is provided online and can be accessed by both personal computers and smartphones (Nowak, 2003; Afrizal et al., 2023).

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

E-government projects are divided into three main classes: (1). Publish is the easiest implementation of e-government because, in addition to small-scale projects, most applications do not need to involve large and diverse resources (2). Interact, in the interaction class, is two-way communication between the government and those who have an interest, and (3) Transact, which occurs in this class, is a two-way interaction, as in the interaction class, where there is a transaction related to the transfer of money from one party to another (Indrajit *et al.*, 2005).

Publishing, interacting, and transactional service projects in e-government will then produce new forms of relations such as G2C, G2B, G2G, and G2E. Richardurs Eko Indrajit classified the form of relations that occur in e-government into four types: G2C (Government to Citizens), G2B (Government to Business), G2G (Government to Government), and G2E (Government (government to employees) (Putri & Lubis, 2016).

b.   E-Service

Electronic Services (E-Service) is the provision of electronic services. E-services are also interpreted as a step forward for service providers to provide facilities for service activities and transactions 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-service process that is carried out with the aim of creating quality public services is quite complicated (Afrizal, 2020). The utilization of government e-services is also expected to prevent services that citizens have complained about (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 prepare all resources and infrastructure (Pusvita & Muttaqin, 2023). Likewise, the government must consider sustainability when providing services (Guzman 2022). Government services delivered online must be of high quality. This is inextricably linked to the government's function as a provider of public services by prioritizing the skills of its resources (El-Gama et al., 2022).

c.   E-Government in Dumai City

In Indonesia, the government's use of information and communication technology (ICT) started with Presidential Instruction No. 6 of 2001, dated April 24, 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 move from the central government to local governments (Yusuf *et al.*, 2021). In Indonesia, especially in the province of Riau, the implementation of E-Government after the Presidential Instruction was issued until now, and it continues to make improvements (Damanik & Purwaningsih, 2017). In addition, 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 easily provide information to the public (Guano, 2021).

Dumai is one of the cities in Indonesia that supports the implementation of the 2023 Smart City Movement Program. Dumai is currently working to improve electronic-based public services (Indrawan *et al.*, 2022). At this time, Dumai City has produced six major themes or quickly won smart cities: 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 has already implemented several applications 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

The various services provided by the Dumai City Government prove that there is an effort from the government to realize these services by creating applications that can be accessed by all people, companies, and the government itself (Afrizal, 2020). SINAKER services are made in the form of a website because they are considered easier to process and access by companies and the public. From the interviews, information was obtained that from the various services provided by the government, services through websites are widely used by the public.

3. Research Methods

This research was conducted using a qualitative approach with a locus at the Manpower and Transmigation Office of the City of Dumai, which has used e-government-based services to provide public services. The data collection techniques in this qualitative research use interviews, observations, 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 which, 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 using a 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 access to government information, for example, by creating information sites in each institution, preparing human resources, and socializing information sites both internally and publicly (Ali, 2012). The tools used are computers or mobile phones through the Internet, which 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, the government is obligated 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. The manifestation of this publication is that a lot of information is provided by the government relating to the interests of the community as users of government services. The preparation of this web-based system will 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 Dumai City government. SINAKER was created to facilitate employment services needed by the community. Of course, SINAKER was accessed by the officers at the Dumai City Manpower and Transmigration Office. This application is useful for Dumai City Manpower and Transmigration Office to present information related to employment in Dumai City. This is important for agencies to provide information related to job vacancies. Therefore, the Employment Information System (SINAKER), which 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, was launched.

The 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 services. The services that can be obtained by accessing SINAKER are:

a. Job Seeker Card (AK/I)

The Job Seeker Card (AK/I) is a requirement for Job Seekers aimed at residents who are domiciled in the City of Dumai. This AK1 card is a card that is used as a job seeker 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 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 Dumai City 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 found in SINAKER. This certainly makes it easier for the public to obtain information on training carried out by the Department of Manpower and Transmission in Dumai City.

d. Work Call (AK/IV)

The 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 Dumai City Manpower and Transmigration Office. This is a manifestation of the government's responsibility to channel and supervise the labor recruitment process in Dumai City.

e. Letter of Work (AK/V)

The Letter of Work (AK/V) is a labor delivery service from companies in the City of Dumai through the SINAKER application. An 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 achieved through a website-based application.

The Employment Service has a function such 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 the issuance of letters 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 involves preparing a portal that can be accessed by service users. The government has prepared a platform that can 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 used to access the system prepared by the government in publishing activities are computers and mobile phones through the Internet. This device can be used to access the site (website) provided, and the user can also

obtain the data or information needed. The service flow carried out using the Employment Information System (SINAKER) is as in figure 1.
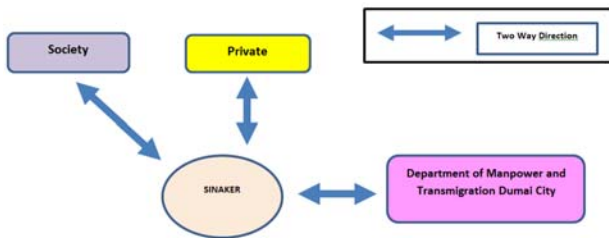

Figure 1. Service flow of the Employment Information System (SINAKER)

From the figure 1, it can be seen that the flow of SINAKER services is good from the community, and companies can access this system simultaneously without the need to come in person. Being accessible to companies certainly supports information about the company, job vacancy information, and various kinds of information needed.

2.   Stages of Accessing SINAKER

The submission stage is the initial stage in which the public can view the requirements online and submit an application to the Employment Information System (SINAKER). Meanwhile, the company can send information on job vacancies and the condition of the workforce owned by the application. To access it, the public and companies can access the official website at the address: https://sinaker-disnaker.dumaikota.go.id. For more details, see the figure 2.

Figure 2. User interface of the official website
Source: https://sinaker-disnaker.dumaikota.go.id.
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 displayed information certainly contains information that is needed by the community. Within the application, there is a menu such as Home, which contains an overview of the application being published. In addition, all services can be seen on the first page, as in figure 3.

Figure 3. User interface of the official website
Source: https://sinaker-disnaker.dumaikota.go.id.
Accessed: 05/03/2023

From the figure 3, it can be seen that there are several service options and some information that can be accessed by the public and companies. The public can access this website and view various types of information. If people want to register as jobseekers, they can also access the login. For the company, to forward information on job opportunities, data on the condition of the company are also logged in. The login display is as in figure 4.
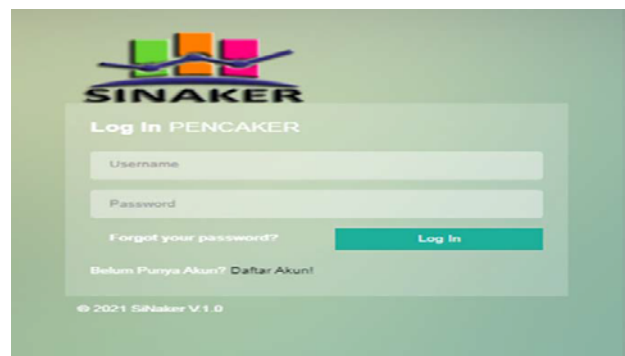

Figure 4. Log in illustration of SINAKER
Source: https://sinaker-disnaker.dumaikota.go.id
Accessed: 05/03/2023

From the figure 4, 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 provided full access. In addition, the SINAKER website also provides various types of information for people who want to know about company information, job seekers, and job vacancies. However, this feature has not yet been fully exploited. It is proven that company information, job seekers, and job vacancies are still not disclosed on websites. In addition, it also has a "Worker/Labor" feature that provides information about Checking Data, Complaints of workers/laborers, and labor. However, this feature has not been utilized yet.

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. Its appearance is as in figure 5.
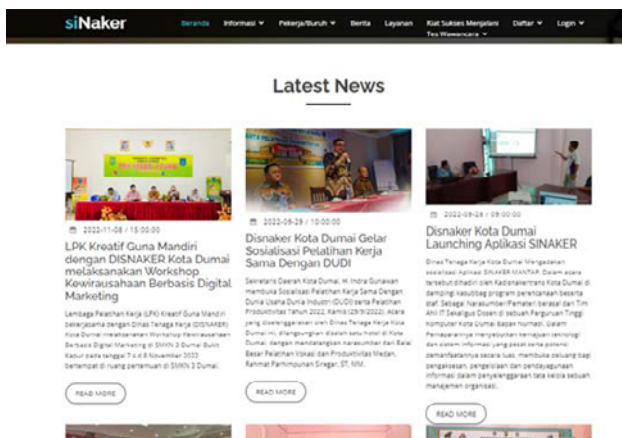

Figure 5. Latest News in SINAKER
Source: https://sinaker-disnaker.dumaikota.go.id.
Accessed 05/03/2023

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 began 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 classes occur 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 where the government provides access channels where the public can hold discussions with certain interested parties, either directly or indirectly (Indrajit *et al.*, 2005).

There are two types of interaction applications: 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 features by filling in the personal data. The display registration is as in figure 6.

Figure 6. Job Seeker Account Registration
Source: https://sinaker-disnaker.dumaikota.go.id
Accessed 05/03/2023

Jobseekers were given a place to register. This means that the Dumai City Manpower and Transmigration Office will receive qualification data for jobseekers who need work. In addition, these data can be used by companies to identify prospective workers who meet the desired criteria in the recruitment process. 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, it certainly requires special employees who manage this to provide interaction in running the feature. The Dumai City Manpower and Transmigration Office has one admin who operates all the website activities.

c.   Transact

In the Transact class, there is a two-way interaction as 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, which is similar to the interaction. However, this class is much more complicated than the interaction class, because there are transactions related to money transfers from one party to another. There must be a good security system for safely carrying out money transfers. The privacy rights of various parties in a 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, which is in accordance with Law Number 25 of 2009 concerning Public Services.

5.   Conclusion

In the context of implementing e-government, Dumai's city government 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 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 interactions between the government, the community, and the company. 3. In this case, the City Government of Dumai waives fees for people who want to access the SINAKER website. This is 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 have important value for increasing public trust in the public services provided by the government. In addition, in the future, improving the quality of services provided is also the main point to be developed in a better direction. This is important for creating public satisfaction with the government's services. This study has limitations in terms of both the research approach and methodology used. In the future, we hope to conduct similar research using different research designs. This is important in view of the novelty of this study.

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