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Implementation of E-Government via Lapak Aduan Banyumas

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Abstract

The purpose of this writing is to assess the community participation in Kabupaten Banyumas in utilizing E-Government media, analyze the supportive and inhibiting factors in the implementation of E-Government, and evaluate the efforts made by the Kabupaten Banyumas Government in overcoming these challenges. This qualitative research involves a literature review. The research process includes gathering primary and secondary literature sources, data processing, citation extraction, and abstraction to present research findings. Interpreting these findings generates comprehensive information, leading to knowledge acquisition for conclusive insights. The results of the discussed research reveal that Lapak Aduan Banyumas is an effective and efficient communication medium between the community and local government through social media, enhancing community participation in politics. Besides, uneven network infrastructure, particularly inadequate transmission towers and fiber optic cables in the hilly areas of Kabupaten Banyumas, results in unsatisfactory website-based service delivery.

Keyword: e-government, Lapak Aduan Banyumas, participation, community participation, e-service

1. PENDAHULUAN

The rapid development of information and communication technology in the present era emphasizes the need to underline technological integration to enhance efficiency and effectiveness in facing the challenges of globalization. It aligns with the perspective of Rachmatullah & Purwani (2022), who assert that the existence of advanced information technology is crucial in confronting intense competition.

As one of the products of information technology development, the Internet serves not only as a means of disseminating information to the general public but also as an effective, efficient, fast, and precise communication tool. Internet use has become deeply rooted in various life sectors, encompassing education, economy, health, governance, and socio-cultural aspects (Cholik, 2021). In more detail, Bahtiar (2020) explains the benefits of the Internet, such as developing economies of scale in the production process, enhancing the growth of the tax base, fostering innovation, and improving capabilities in product marketing.

In governance, the acceleration of information technology utilization is increasingly evident in strengthening communication among the government, stakeholders, and the broader community (Zulfahmi et al., 2019). Implementing E-Government systems reflects technological and communication advancements within the governmental sector. E-Government is directed at expediting and enhancing the efficiency of administrative processes, data retrieval, and processing, aiming to improve the quality of public services (Pertiwi et al., 2021). In this context, implementing e-government is considered an essential innovative action to build trust and satisfaction towards the government among the public.

The success of E-Government development is measured by the active participation of the community in utilizing such technology. Community participation in E-Government can take various forms, ranging from active application users to contributions to the design and evaluation of E-Government projects (Indrajit et al., 2005). Therefore, E-Government is not just an administrative tool but also a means of empowering the community through access to information.

As enlightened by (Purwasih & Rahayu, 2019), empowering the community through information enables individuals to make better decisions. In E-Government implementation, the community is encouraged to contribute through criticism, suggestions, and aspirations as part of the external oversight mechanism and evaluation of government program implementation. By leveraging information and communication technology, the community can enhance its participation in governance, creating a more responsive and accountable governance structure.

Choiriyah (2020) outlines several strategies for developing E-Government in Indonesia, focusing on three levels: preparation, maturation, and consolidation. At the preparation level, the approach involves creating informational websites for each institution, preparing human resources, and facilitating easy access points, such as internet cafes and multipurpose community centers, while concurrently conducting awareness campaigns both internally and publicly. At the development level, strategies include developing interactive public information websites and creating interfaces interconnected with other institutions. Meanwhile, at the consolidation level, the focus is on establishing transactional public service websites and developing data that can be integrated with other institutions, thereby enhancing application interoperability. Measurable steps are identified, through a systematic and realistic approach, for optimizing the progress of e-government development in Indonesia.

According to Rahmat (2021) community participation is crucial in enhancing public awareness. In this context, participation is not only a form of popular sovereignty but also creates personal capability, self-esteem, and the opportunity to be involved in community decision-making. Furthermore, participation plays a role in mutual learning between the government and the community, forming a feedback loop of information, preventing conflicts, and serving as a crucial factor in empowering and emancipating the community, reflecting democratic principles. In the context of e-government, community participation is realized through the implementation of two-way communication media. It not only provides access to information but also serves as a platform for the community to express

complaints regarding governance, aligning with the concept of public complaint and aspiration services in E-Government (Karman et al., 2021; Purwasih & Rahayu, 2019).

The Banyumas Regency Government implements an E-Government system based on Regional Regulation Number 4 of 2012 Concerning the Master Plan for E-Government Development. In the effort to create a complaint and aspiration service based on E-Government, the Banyumas Regency Communication and Information Agency developed an E-Government platform known as "Lapak Aduan Banyumas," aimed at expanding the relationship between the community and the government. Lapak Aduan Banyumas operates on a G2C (Government to Citizen) basis to establish a direct relationship between the Banyumas Regency government and the community. According to Putra (2019), the G2C approach in E-Government aims to bring the government closer to the people through various access channels, allowing the community easy access to government services. The improvement of relations between the government, the community, and businesses, facilitated through this openness, is expected to result in more robust and more effective relationships.

In its implementation, Lapak Aduan Banyumas establishes various complaint categories, allowing the community to select a category that aligns with the specific issue they wish to communicate to the government. The complaint categories within Lapak Aduan Banyumas encompass diverse aspects such as disasters, economics and industry, energy, infrastructure, personnel, demographics, health, finance and assets, environment, tourism and culture, regional development, education, licensing, agriculture, corruption, societal issues, and others. Based on data obtained from the Lapak Aduan Banyumas website, the number of complaints can be observed categorized as follows:

**Table 1. Summary of Complaints in Lapak Aduan Banyumas**

No	Category	Total Complaints	Resolved	In Progress	Handling (%)
1	Disaster	274	274	0	1005
2	Economics and Industry	501	492	9	98%
3	Energy	1230	1216	14	99%
4	Infrastructure	14711	14580	131	99%
5	Personnel	407	405	2	100%
6	Demographics	2303	2301	2	100%
7	Health	2260	2233	27	99%
8	Finance and Assets	320	314	6	98%
9	Environment	1888	1861	27	99%
10	Tourism and Culture	545	526	19	97%
11	Regional Development	140	139	1	99%
12	Education	1780	1706	74	96%

13	Licensing	883	874	9	99%
14	Agriculture	205	201	4	98%
15	Corruption	324	320	4	99%
16	Community Affairs	3515	3483	32	99%
17	Other	22019	21494	525	98%

Source: *http://lapakaduan.banyumaskab.go.id/, accessed November 15, 2023*

Graph 1. Percentage Distribution of Complaint Resolution

Sumber:

http://lapakaduan.banyumaskab.go.id/
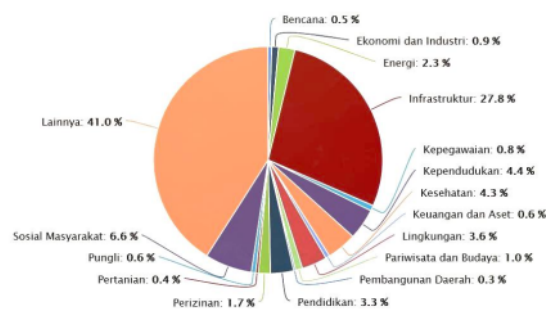
accessed November 15, 2023

Table 1 and Graph 1 provide information regarding the complaints submitted by the community through the Lapak Aduan Banyumas platform. It indicates the active participation of the community in implementing local government programs. Such participation is an integral part of evaluating and monitoring programs and public services the local government provides. However, there are challenges, as a significant portion of the population in Kabupaten Banyumas still needs to be made aware of Lapak Aduan Banyumas as the E-Government platform of the Banyumas Regency Government. The uneven distribution of internet access in this area, with 15% of the region still uncovered, poses a significant obstacle. Therefore, the purpose of this writing is to assess the level of community participation in Kabupaten Banyumas in utilizing the E-Government platform, analyze the supporting and hindering factors in E-Government implementation, and evaluate the efforts made by the Banyumas Regency Government in addressing these challenges.

2. LITERATURE REVIEW

E-Government

According to the World Bank Groups, E-Government is defined as an effort to develop government administration using electronic (web) platforms to enhance the efficiency and effectiveness of public service delivery. Implementing E-Government technology involves providing various levels of interaction, including information provision, interaction, service processes, and transactions (Taufiq et al., 2019).

E-Government is the utilization of information technology processes to aid in governing more efficiently, ultimately delivering better services to the public (Hamrun et al., 2020). Furthermore, Taufiqurokhman et al. (2023) elaborate that the transformation of E-Government promotes more efficient resource management, optimizes bureaucratic performance, and enhances productivity.

E-Government represents a novel procedure in the interaction process between the public and the government,

where the Internet is expected to enhance service delivery to the community through information technology (Shafira & Kurniasiwi, 2021). In E-Government, the government develops information technology systems to improve public service delivery, providing easy access to public information and fostering transparency between the government and the public.

Lapak Aduan Banyumas

Lapak Aduan Banyumas serves as a communication platform and a public medium designed and organized by the Banyumas Regency Government. Through this service, the community can actively convey complaints, questions, grievances, information, and suggestions regarding the implementation of development and the management of local services within the Banyumas Regency. The establishment of Lapak Aduan Banyumas aims to enhance the participation of the Banyumas community in development, provide a space for monitoring the performance of local services, and foster public trust in the Banyumas Regency government.

The community in Banyumas can interact with the Banyumas Regency Government through various social media platforms such as WhatsApp, Twitter, Instagram, Facebook, SMS, and Email. The objectives of the Banyumas Regency Government in establishing Lapak Aduan Banyumas are as follows:

a. By providing a public communication space, the government aims for active community participation in expressing complaints, grievances, information, questions, and suggestions related to development and government services in the Banyumas Regency.

b. To enhance community participation in the development and government services in the Banyumas Regency.

c. To oversee and improve the government's performance in providing quality services to the community.

d. To utilize social media as a convenient single access point for submitting complaints accessible to the public.

e. To display all community complaints on the lapakaduan.banyumaskab.go.id website, making them accessible to the entire community and relevant institutions.

3. METHOD

This research adopts a qualitative approach through a literature review. The research stages involve collecting both primary and secondary literature sources. In subsequent stages, data processing and citation of references are conducted to present research findings and abstract information for comprehensive understanding, and data is interpreted to generate knowledge for conclusions (Darmalaksana, 2020). Adlini et al. (2022) assert that qualitative research employs a design not based on procedures or calculations but focuses on revealing holistic-contextual phenomena. In this context, the qualitative approach is adequate as it can delve more deeply into the complexity of phenomena without being constrained by formal procedures or calculations.

4. RESULT AND DISCUSSION

E-Government encompasses activities within the public sector that leverage information and communication technology to optimize the efficiency, transparency, and effectiveness of public service processes (Afrizal et al., 2023; Sajida et al., 2023; Yasah et al., 2021). Through the effective and efficient utilization of information and communication technology among government officials, E-Government is anticipated to foster the establishment of a clean and efficient governance system.

Numerous local governments at the national level have taken the initiative to implement E-Government. However, variations in field conditions exist among different regions due to various factors, including budget constraints, uneven infrastructure development, and the availability of human resources (Shafira & Kurniasiwi, 2021).

In the governance and public service administration of Banyumas Regency, the utilization of E-Government is evident, exemplified by the enactment of Regional Regulation Number 4 of 2012 concerning the Master Plan for E-Government Development. Fundamental to the governance principles in Banyumas Regency is the commitment to establishing a transparent, efficient, synergistic, procedurally compliant, integrated, secure, and sustainable government. This commitment is operationalized through the development of E-Government, which is implemented systematically across planning, execution, evaluation, and maintenance stages.

The implementation of E-Government in Banyumas extends to various service domains, and one such application is the provision of a public resentment mechanism. This service provides a platform for community participation in local government programs. Leveraging Information and Communication Technology (ICT) as a manifestation of E-Government principles, the administration has introduced Lapak Aduan Banyumas, an online platform designed to facilitate public grievances.

The establishment of Lapak Aduan Banyumas underscores the commitment to inclusivity and citizen engagement. By harnessing Technology and Information Communication, this E-Government initiative aims to streamline the process of addressing public concerns and enhancing the overall efficiency and effectiveness of local governance and public service delivery. Implementing such digital platforms exemplifies a progressive approach to governance, aligning with contemporary trends in leveraging technology for enhanced citizen-government interaction.

Lapak Aduan Banyumas is a crucial component of the e-government implementation, playing a pivotal role in enhancing community participation. As highlighted by Purwasih & Rahayu (2019), there are critical components within the implementation of E-Government aimed at boosting community participation in Kabupaten Banyumas, which include:

1. **Content Development.**

The components of content development play a crucial role in determining the success of software applications. This success is contingent upon the software's ability to adapt to new environments and the latest operating systems, offering alternatives for feature development in line with user needs. (Syaputra, 2021; Tristianto, 2018).

All applications developed within the Banyumas Regency Government, including Lapak Aduan Banyumas, adhere to specific criteria for application usage. These criteria encompass:

a. Reliability: Lapak Aduan Banyumas demonstrates reliability by operating data seamlessly without failures and maintaining data integrity by creating comprehensive data summaries as documentation.

b. Functionality: Regarding functionality, Lapak Aduan Banyumas offers various menus on its website to facilitate user access and information retrieval. The features embedded on the website assist

the public in obtaining information and submitting grievances, contributing to creating an efficient and transparent grievance service.

c. Efficiency and Effectiveness Lapak Aduan Banyumas exhibits efficiency and effectiveness in its implementation by expediting the submission of aspirations and grievances compared to traditional reporting methods. Moreover, regarding precision, grievances received by the Lapak Aduan Banyumas admin at the Banyumas Communication and Information Office are appropriately directed to the relevant Regional Working Unit associated with the public grievance.

d. User-Friendliness: The Layanan Aduan Banyumas application facilitates the public expression of aspirations and grievances through its user-friendly website interface. The public can easily access the application with a robust information system infrastructure and computer network.

2. Competency Building

As enlightened by Maulana (2023), and underscored in the scholarly discourse, competency building emerges as a cornerstone for developing skills and expertise across all strata of government organizational structures. The imperative for training and development becomes apparent in the evolving landscape of governmental roles, necessitating a continuous investment in learning activities to enhance the capabilities and competencies of employees and operators, as articulated by (Amanuha et al (2021). Thus, competency building becomes instrumental in shaping strategies for organizational growth and efficiency within the dynamic realm of government service.

Competency development assumes a pivotal role in enhancing the human resource capacity for the effective implementation of E-Government initiatives. It involves a comprehensive approach to fostering the competencies and skills of personnel across various levels of government administration. In implementing Lapak Aduan Banyumas as part of the broader E-Government application, the focus is aligning the competency development strategies with the guidelines outlined in Article 20 of Regional Regulation Banyumas No. 4 of 2012. This legal framework serves as a foundational guide for developing and training competencies and skills among the entire spectrum of human resources engaged in the multifaceted aspects of government service. Through the integration of these strategies into the E-Government framework, we anticipate that competency development initiatives will not only adhere to legal requirements but will also play a pivotal role in enhancing the seamless implementation of E-Government processes, as evidenced by the exemplary case of Lapak Aduan Banyumas. This research perspective sheds light on the intricate interplay between legal mandates, competency development, and the successful implementation of E-Government applications, emphasizing the necessity for a comprehensive and strategic approach to human resource capacity building in the context of evolving digital governance.

To implement E-Government, Human Resources (HR) must possess the necessary capacities aligned with the required competencies and skills. Consequently, HR at all levels of government should undergo suitable development and training initiatives. A prime example of an e-government application is in Lapak Aduan Banyumas,

guided by Article 20 of the Regional Regulation (Perda) of Banyumas Number 4 of 2012, which serves as a benchmark for developing relevant HR competencies.

Local governments play a pivotal role in providing facilities for capacity development in Information and Communication Technology (ICT), encompassing computer networks and information systems. Furthermore, ICT training strategies managed by technical departmental units reflect a more organized and focused policy. It ensures that the training provided is tailored to the technical and specific needs of HR at the regional level.

Individuals utilizing the Lapak Aduan Banyumas website as a complaint service application need sufficient information and socialization to enable effective utilization. This process enhances their capacity to interact with the government. Additionally, HR must enhance their capabilities by embracing digital knowledge, a digital-based source of information providing insights into existing public service applications.

3. Connectivity

In E-Government implementation, one crucial component is connectivity, signifying the availability of information system infrastructure supporting government processes and services. To realize effective connectivity, there is a need to develop Information and Communication Technology (ICT) infrastructure tailored to the requirements and work priorities in E-Government implementation. The application of Lapak Aduan Banyumas, a platform dedicated to handling public complaints, relies on the infrastructure available within the Banyumas Regency Government. This infrastructure must align with the Regional Regulation (Perda) of

Banyumas Regency Number 4 of 2012, governing the E-Government infrastructure components, including:

a. The electrical power network serves as the primary energy source required for e-government operations, with the Banyumas Regency Government strategically distributing electricity from the national power grid (PLN).

b. The expansive internet data network is a critical component, as the SIAP Banyumas application, an e-government website-based platform, is used for communication with the public in Banyumas Regency.

c. Network Operational Center (NOC), acting as the central hub for controlling the data network, tasked with monitoring and operating the data network. NOC is established to enhance system security and facilitate the management of computer networks.

The implementation of these three components in E-Government in Banyumas Regency has a significant impact on public participation through the use of E-Government media, such as Lapak Aduan Banyumas. According to data retrieved from the website http://lapakaduan.banyumaskab.go.id/, there has been a substantial increase in public participation in Banyumas from 2018 to 2022, which can be seen in Graph 2.

Graph 2. Public participations in Banyumas from 2018 to 2022
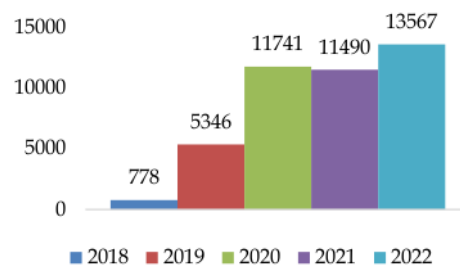
From Graph 2, the reported public complaints on Lapak Aduan Banyumas exhibited a consistent upward trend. The numbers increased from 778 in 2018 to 13,567 in 2022, reflecting a substantial rise in public engagement. While there was a slight dip in 2021 with 11,490 complaints, the overall trajectory indicates a positive impact and growing trust in the E-Government platform.

In practical implementation, E-Government encounters challenges, and the seamless execution of digital technology in government operations is only sometimes guaranteed. Kurniasih (2023) highlights that one significant obstacle the public faces is unsatisfactory access to services through websites, primarily due to unstable internet connections. The limited network infrastructure spread, such as transmission towers and fiber optic cables, especially in hilly areas within Kabupaten Banyumas, contributes to this issue. Radio Republik Indonesia Purwokerto reported that residents of Desa Petahunan and Semedo, Pekuncen District, Kabupaten Banyumas, are still struggling to access cellular networks. The challenging terrain, situated at elevations of 350-400 meters and 420 meters, surrounded by hills, impedes internet access for the residents in these villages. Deka (2022) emphasizes that not all individuals comprehend information technology, especially among the elderly, who, as a majority, seldom or never use smartphones. Additionally, budget constraints remain, necessitating enhanced financial support to address these challenges comprehensively.

According to Yamin et al. (2019), , several supportive factors contribute to the implementation of E-Government in Kabupaten Banyumas, including:

a. **Commitment and leadership support:** The local government's commitment is evident through the issuance of Regional Regulation No. 4 of 2012 on the Master Plan for E-Government Development, serving as the legal foundation and guideline for E-Government development and integration in the region. The local government provides budgetary support, facilities, and incentives to facilitate E-Government implementation.

b. **Quality and quantity of human resources (hr) in ict:** Efforts have been made to enhance the capacity of human resources in information and communication technology (ICT) through training, guidance, certification, and rewards. This approach empowers HR to manage, develop, and maintain information systems supporting E-Government.

c. **Infrastructure, technology, and supporting equipment:** Adequate infrastructure, technology, and supporting equipment, including buildings, electricity, data networks, servers, applications, security systems, and data backup systems, have been provided by the local government. These elements are expected to enhance public services' performance, efficiency, and effectiveness through E-Government.

d. **Communication and coordination among regional organization:** Effective communication and coordination have been established among involved Regional Organizations, such as the Department of Communication and Informatics, Regional Planning and Development Agency, Regional Personnel Agency. This communication and coordination are designed to minimize obstacles, conflicts, and overlaps in the implementation of E-Government.

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5. CONCLUSION

The research findings outline several key insights:

1. Lapak Aduan Banyumas is an effective and efficient communication platform between the community and the local government through social media. This platform serves to enhance public participation in political processes.

2. The uneven distribution of network infrastructure, notably in the hilly regions of Kabupaten Banyumas, marked by a scarcity of transmission towers and fiber optic cables, leads to suboptimal service delivery through the website, hindering effective communication and interaction with the E-Government platform. It highlights the impact of infrastructure limitations on the overall effectiveness of the E-Government platform.

3. The study underscores the crucial role of the government in consistently developing human resources for optimal utilization of Lapak Aduan Banyumas, both through social media channels and direct visits to various regions. Additionally, community leaders' involvement is essential to capture and convey the public's aspirations effectively. These insights emphasize the importance of ongoing government commitment and community engagement for the continued success of the Lapak Aduan Banyumas initiative.

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