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Electronic Government In Democratic Public Service In One Door Integrated Permit Handling Services Agency In The City Of Samarinda

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ABSTRACT: Electronic government needs to carry out in a fundamental public services of democracy. But in practice, BPPTSP (one door integrated permit service board) of Samarinda not able to perform the activities. The aim of this research described analyzing electronic government and public services in a democracy. The methodology used in this research using descriptive qualitative approach, the study was on the one door integrated permit service of Samarinda, respondents in Samarinda, the mayor head of Samarinda, the citizen, private group of government agencies and interests. Then variable measured in electronic government includes support, capacity, value and public services, including democratic information, consultancy and participation. The results of research shows that the variables measured having a deficiency and inability in accommodate aspirations built between citizens and the government in developing electronic democratic government. It is influenced by the absence of elements of liaison which is justice, diversity and access electronic between government and public services that make democratic BPPTSP the inability of the city of Samarinda to make changes in depth in an effort to build and create a public being communicative with citizens.

Index Terms: Electronic government, public service, democratic, citizens

1 INTRODUCTION

Electronic government considered for use internet to acquire information and government services to residents. However, at this moment, the use of information technologies and communications have is growing rapidly and in particular internet, viewed as a tool for achieving better governance and this is the evolution of electronic government on the reform of the public sector. In the first electronic government considered an apparatus for giving information online services and shipping it then electronic government defined as the capacity to transform public administration through the use of information technology and communication (Chasidin and Rokhman, 2011). In the state modern and democratic, the relation that the pattern top-down not only considered obsolete and not compatible with the system that existed, but also to be of unsound, at least in the long run because of bad and well formed what defines the purpose of the public; as stipulated in the constitution. Patterns of government relations old model that tends to top-down and otoritarian' s not his days again applied for Indonesia was the system more democratic. Electronic government basically provide the information to fellows institution of the government (Government to Government -- G2G), to the world business (Government To Business -- G2B) and to society (Government to Citizen -- G2C).

Electronic government essentially, the application of information technology and communication to the functions of the government in order to create simple, moral, accountable, responsive and transparent (SMART) governance. Hence, when people craved realization of, reform public sector the government must immediately externalize and carry out a process of transformation towards electronic government. Through the process the government can progress optimalization of the utilization of information technology to eliminate organization and bureaucracy boundaries, and forming a network management system that allows and the process of working institutions of the government work in an integrated way to simplify access to all information and public services must be provided. The study used a new approach to public service, because in new public services gives starting from the point of view of the country and that it is very important for government democracy. The identity of the country, it is not only a problem of personal interests (self interest), but also involves the some trust, and compassion toward others. The state citizens being positioned as the owners of government democratic, and able to act jointly to something even better. The government is dealing with licenses Samarinda to the form of integrated service unit (UPT), and the decree No. 13/1998 on the establishment of the unit and the local level of Samarinda the decree No. 73/2001 on 21st November 2001 on the establishment of the organization and management of working units and the department of technical service (UPTD) in the area of Samarinda. Based on the field observation, the researcher found some of the phenomenon of Samarinda city faced by the government services agency in this integrated permit handling one gate capital city of Samarinda BPPTSP : 1) The absence of local regulations, 2) Difficulties for people to access the website belonging to directly (www.bpptsp.kotasamarinda.go.id) licensing agency, 3) The lack of human resources workers, 4) The lack of socialization in communicating information electronic government to the community in general, 5) The lack of knowledge about the type of leader use of electronic government services. Based on the above, the observation then can look that the implementation of electronic government in public service democratic optimally, has not been implemented because

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there is a society that still abandoned as participation in the context of involvement in determining a government policy itself. The government will run according to hope of citizens need formulated so that each element of synergy be achieved. Through support, ability and value in **electronic government and public service information**, democracy concentration with an element **consultation and participation** will be able to open a public space to government as a partner in doing interaction in pursuance of the efficiency and effectiveness oriented to the satisfaction. (Denhardt and Denhardt, 2007).

Research Issues

Why implementation of electronic government has not been able to realize the democratic public services in the one door integrated licensing service in Samarinda City?

2. RESEARCH METHODS

This research using a qualitative descriptive approach in trying to analyze and describe inability electronic government in democratic public service communication as the interaction between the government and citizens (government loan-to-citizens). Research is worth considering the electronic government in one door integrated permit services agency (BPPTSP) town of Samarinda still considered new. To support, with emphasis the ability and benefits on elements electronic government and public service information, democratic with emphasis consultation and participation; so that citizens can get involved directly in determining strategy and policies to be taken by the state. (Denhart and Denhart, 2003). Research in this election informants will be done deliberately (purposive sampling), the researcher chose informants, in this matter viewed as key informants (mayor of Samarinda, agency head, operator of electronic government in the neighborhood BPPTSP). While informants, as a source of other key data selected in aims. (the community, interest groups and businessmen). Data analysis that the author used in this research is to use interactive model as presented by Matthew B. Milles, and Michael Huberman (1992). Next in deciding the validity of the data Sugiyono (2011) said that test the validity of data in the qualitative study covering: 1) Test credulity (in quantitative research called the validity of internal), 2) transferability (in quantitative research called the validity of external), 3) dependability.

3. RESULT

Understanding of electronic government has been much mentioned by the academics and practitioners so that a definition that there are containing different emphasis. In this study using the approach by Harvard JFK School of Government, to apply concepts digitalization on public sector is support, the ability and benefits. But in field practice field still found something that is not democratic, including the community could not determine the electronic government services based on a desire and the needs of people based on participation and of common interest. In this large that determine whether the benefits obtained by the electronic government is not among the government itself, but the community and they are concerned (Indrajit, 2002).

1. Electronic Government

According to the results of studies and research from Harvard JFK School of Government in (Indrajit, 2002) to apply concepts digitalization on public sector, there are three elements of

success should be owned and earnest attention. Each element of the successful: Support, Capacity and Value.

a. Support

In relation with support, does BPPTSP have built electronic government infrastructure to cooperate with the private sector in developing a system of electronic government services. A cooperation must be woven harmoniously based on the commitment in the context of open coordination so that services can reach the target to the community in full. A state of not less important is in putting the condition of data such as server (backups) which will keep the community or profile of the world that do business licenses and be a record for the important interests to consider the special room for the implementation of electronic services the government. In order to implement the electronic government runs maximally and hampered by various kinds of the field, that must be considered by the government also backed government relating to the city of Samarinda in the Regional Rules (Perda). Can be meant that support in the form of government regulation escort just follow the higher in accordance with the mechanisms we have today. Furthermore, an informant said in the interview with the respondents, inconclusive employees are not usual with the system provided and Electronic Government was conducted in 2013 in November.

b. Capacity

Electronic government is one of the instruments of a form of government activities in function using electronic media. In desire for realizing the service using the media, already goods must surely see the readiness of his supporters. Based on the results of research in the context of this capability can be seen that there still things to be developed, both in the ability to run the function of electronic government itself and by doing the partnership with private. An analysis of last may local government to allocate funding optimally and create a hoping system that can serve the community quickly and right.

c. Value

Electronic government as a means for the government in their rules activity by using information technology that promote efficiency, achieving its goal effectiveness and accountable the government in the sense as media in expedite routine work is increasing. The indication of people want to cut bureaucracy reflect that services electronic government service in an effort to shorten is not optimal. Services using electronic approach democratic government not so eliminates something manual or equip its administration file. Any of various kinds of conditions must be equipped after collecting data or inputting data to the system and data received would be declared valid permit or by BPPTSP Samarinda city. People in general don't know what is in the process of license, the hope is that the public can directly the services they feel no need to know the problems faced by the agency. Expectation of people it will being a lot of problems to solve the problems in its own. Based on the results that may conclude that there is still lack of the permits currently produced by the city of Samarinda, having met the effectiveness and efficiency of the measurement and the service. People who want to analyze the procedure should be completed within the process of adaptation and the permission to use the new system and SMS to be the center of the suggestion.

2. Public Services for A Democratic

As providers based electronic government that promote openness and accessibility information of course the government had an emphasis in the service to its citizens. This has led to the types of services provided in a maximum of, be a gamble in focusing on service quickly, proper and transparant. In the context of public services become democratic is a joint agreement between the government and the community needed each other in the process of the achievement of the purpose of service. The position of each mutually determine that the type and quality of services can be optimally measurable. And Denhart and Denhart(2003) said that to improve public services need democratic emphasis of the elements of his supporters, so as to the triggering factor in synchronize various interests. Elements of the information referred to coordination and participation.

a) Information

The success of a government program very determined how the same vision and mission to build and synchronize strategic activities are arranged in the employment agency. What necessary for success is supporting elements that giving information about activities and work programs as an attempt to introduce some activities work helps in administration process. Therefore, the process of giving information was involved element country's own domain where's inside the country, the public and the private sectors (private). Certainly necessary information that could invite, calling and directing the domain of the program which has been planned. The fact that service people in the field want a very rapid and proper which is a challenge to cope by BPPTSP of Samarinda to the information; the messages included in the regulation of licensing and the structure of a failed to stop at the information service. In order to get a recommendation and permit from BPPTSP must follow procedures, licensing in the town of Samarinda began and ended in integrated services agency of one door licensing of Samarinda. An irony of course on a level of the community, if people as objects not aware of information that was built by licensing in this city of Samarinda BPPTSP and there are still obstacles to access information from the website. Maybe it is closely related to a pattern or a method of made in the dissemination of information. Of course we do not want it happened to any method or pattern in the spread of the information will be the main barrier in creating a public service based information technology of electronic government. The conclusion of public services in the context of democratic information is still very in limited scope. This indicates that city licensing of Samarinda did not conduct socialization openly and optimal to the public only at the level of district course for areas socialization in directly.

B. Consultation

A policy of course must be built to see the interaction that occurs in the community level there was a deadlock or did not meet any the common ground or look for approaches more effective in a huge achievement. In the case establish communication public services must also be interwoven a relationship need each other between the government and the community. When interwoven a relationship pattern of two directions between citizens with the community, it will gradually reduce boundaries of stiffness bureaucracy in a hierarchical manner. A wish that is based on over the importance of togetherness in building systems to the power of the most

potent eliminating various suggestions and advice from the public as users of public services itself. Lots of things that can be taken as the interpretation of it from people in improving the quality of the services held by BPPTSP City of Samarinda. In creating a two-way relationship between the government and the community of course the response of feedback to the city of Samarinda BPPTSP is expected to as an evaluation of a form of consultation with. The community can give an opinion or opinion based on issues of public services have been prepared. Analysis of last only a third party or consultants who get a chance to participate in consultations with BPPTSP as auction project and there still a member of the community who said that if the process of consultation having no democratic value.

c. Partipation

Citizens should be seen as the party that has a role not just as clients or customers, but as citizens of sovereign, Government owners (owners of government), Government partners and stakeholders are critical and productive. Therefore the public participation in the process and management of the Ministry must be opened (Denhardt& Denhardt 2003; King & Stivers, 1998; Wamsley & Wolf, 1996). From the real results of the study found a wide range of phenomena that can be used as inputs for the licensing, that have not created these conditions of democratic participation in the public service. Surely this needs to be the seriousness of the problem and solution thoroughly, so that the participation of the force that can be made into initial capital in establishing communication with the citizens. The last BPPTSP Samarinda analysis only provides a suggestion box, sms and telephone if there are community service earns less than the maximum of BPPTSP.

4. DISCUSSION

1. Electronic Government

The purpose of the implementation of electronic government is to create good governance the service which is transparent, accountable, and free of corruption. A system of electronic government essentially noble is the utilization of information and communication technology as a tool to help the government and the public service system more effective and efficient (Setiawan, in 2008).The interaction between government and private and public as the users of the service, information technology will help reduce administrative costs; friends, and interaction to the public service everyday.

a.Support

One of many hopes against the reformation is lead back government function and its officials to be public service , in the sense of governmental duties is serving the community and not the reverse the community who serves the government Based on the results of research that electronic government in the context of support seen that support for electronic government still have problems namely basic implement electronic government in the last analysis is not yet usual apparatus in serving citizens electronically, of course this is because the electronic government was conducted in the november 2013 so that officials need to require adjustments and optimally training in overcoming the service itself. Later in infrastructure and support availability of the region in the last analysis found that infrastructure of building facilities be one were not adequate for still with one another. This requires a

comprehensive handling. The essence of support was main capital role for the government to do so as to create an environment conducive in the face of the modern era of globalization. With the funding and government support by increasing human resources it will create a form of service openly and adaptif. So that people can easily has interests served. To support the statement by way of an informer then required new paradigm in investment information technology, funding mechanism especially the government, must be based on result (output) and impact (outcome) than input. So according to (Denhart and Denhart, 2003) that partiality governments in carrying and provide public media in form of sensitivity to change will of itself.

b. Capacity

As state institutions, it should be possible to present and make use of electronic government in the function of serving the community. The emphasis in information technology to avoid the digital gap in at least. The provision of better government services to residents, increase interaction with the business world and industry, through access to information for community empowerment, a more efficient government or management. The results of that is expected of a reduction in corruption, the increase in transparency, the increase in comfort, and rising income or reducing expenses. Based on the results of research. Electronic government in the context of the ability to look the ability to run the function of government electronic media and build partnerships with private not optimal it is marked with the need for the allocation of fund optimally and support to work jointly with private companies to more so handling equipment and support for the success of electronic government could be achieved. As an effort to harmonize the acceleration of the completion of work, the licensing of the city of Samarinda must be able to implement the interests of citizens as well as problems faced by. No service to stop because of the support of funding led to the ability to reform it weakened to find appropriate formulations to stiffness in public service is not of stagnation. According to results of the review Khidasseli in Sutedi (2010) that norms behavior officers public service providers (a code of conduct for public officials), who set about norms in an administrative authority: 1) The obligation to work in accordance with the rules of law and standards of conduct of relevance to its function, 2) The obligation to put themselves in a neutral of or free from the influence of political interests or economical certain, 3) The obligation to be and to work with honest, imparcial, and efficient, 4) The obligation to always work with manners, good against people it serves, and to a superior, colleagues and his subordinates, 5) An Obligation to prevent themselves from the difference between private interests with the position of public spaces, 6) Obligation not to take advantage of unnatural or his position for personal interest, 7) The obligation to always behave in such a way for the sake of maintaining and increasing trust and confidence on public integrity, impartiality and the effectiveness of public services by, 8) An obligation to carry out tasks and functions iktikad on the basis either, perseverance based on professional skills, knowledge, and sufficient experience, 9) Obligation to always maintain a balance between respect for rights and freedom of citizens with an obligation to precede the public interest, and did not impose restrictions that unnatural unreasonable restrictions, 10) An obligation to respect the rights of citizens for public information, 11) Sanctions law firm to offences

against a code of conduct this. From norms built the implied a meaning service in the rules of law and democratic standards of conduct that relevant to its function so that it becomes an obligation by which their routines in spare themselves from the contradiction between self-interest with the position of its public-service message so that the procedure in the series of service can be measured. So that the principles of being delivered can serve people in full and unmeasured by looking at the principle of service to citizens into service by citizens

c. Value

The state of democracy to promote opportunities for citizens can participate actively to the government, certainly opportunities that present because recognition of the community. In the use of electronic government should the people get the benefits more, although not in the meaning can be served in the office. Based on the results of research. Electronic government benefits are still seen in the context of the city licensing the inability to provide maximum benefit of Samarinda, this was found on the difficulty of the community to access due to www.bpptspkotasamarinda.go.id on a system in pt. telkom of Samarinda to provide service that led the community cannot access the licensing portal. This certainly take the public rights to be served in full as citizens. Explicitly that value benefits provided by the city licensing office of Samarinda not give the effect on the quality of services rendered. The government should have a moral obligation to ensure that the solution developed through the process is fully in accordance with norms of justice and honesty, and achieved through a process that is fully in accordance with norms and ethics of democracy. Then according to Denhart and Denhart (2003) which said that public services new government plays an important role and active in creating an arena in which the population through discourse can reveal values together and develop a sense of collectively to the public interest. The administrator of the public not only respond to different voices compromization through the formation, but will have to involve the population so that they understand each other interests and eventually use of understanding the interests of the community and the community more broadly in the long term. In addition to do this very important for the realization of democratic values in the process benefits to value, of course must be supported with a variety of elements or, as said by Lewell 2001 that (value) these benefits are composed the process of input, the process and outcomes, which gives an emphasis on the usefulness of a policy. To this policy can be received by citizens. The government should adatif every there are all sensitive and community pressure to change and towards the improvement of quality of service.

2). Public Services For A Democratic

Public services always put democratic approach common interest between the government and citizens, in the coordination with having value transparency, participation and communication as having the ability for mutual which had an impact or effect to successful itself.

a. Information

Progress of information technology and communication so rapidly facilitate the public in communication and get information. Information is treated specifically, strategic need and hence all parties stakeholders especially officials must understand the importance of information and communication

in the transactions of information systems. Historically, access to information to more emphasis on openness of the nature of secrecy, and more interesting because this time the use of technology has made access to information more easily and hope spread more widely to citizens (Bertot et al, 2009). Based on the results of research on public services in the context of democratic information shows that the dissemination of information has formed a task for the socialization to the community, but from the side of the location of the spread of information only on the district level just as the location of the delivery of information. This provides ignorance of the community in general about the presence of service using electronic government, of course have an impact to the distribution of information itself. It needs continuous effort from the licensing to do to scatter the information to all levels of society in the area of Samarinda. The information provided must provide explanation on the purpose and the goal. According to Wahyono about understanding of information in his book of information systems, that information is the result of the processing of data into a form more useful for those who accept who described a real events and can be used as tools for the withdrawal of a decision. (Wahyono, 2004). Information according to the sense in the top is a result the management of data into a form useful for that accept and describe real events so that can help someone take a decision. Uses other information was to reduce uncertainty in the decision-making process about a situation. The value of the information specified by the benefits, the cost and quality of his understanding that the information considered to be worth if the benefits more effective than with the costs to get it.

b. Consultation

Development of information technologies and communication in a public sector have to pay more attention to the complexity in its implementation rather than focusing on best practice and strategies which are universal to prescribe how successfully applied Electronic Government program. As a result of advanced civilization for conducting residents of the state of being high-profile figures in the service in the era of democracy. Due to existence of interaction in the form of consultations will find a pattern, approaches such as what is appropriate to the needs of the community in exercising the functions of participation to the state. Based on the results of research on public services in the context of democratic consultation. Look about how the process of consultation with citizens. At the end result appears that the consultants who holds the project activities which implement electronic government that coupled with the community members who said that if the process of consultation having no democratic value. Certainly, it is negative in the development of democracy in the region licensing office, where community involvement not be used as reference to build an understanding together in achieving common interests in accordance with the concept of new public service. Criticism of the statement above, delivered by George (2002) that the failure of the process of the interaction between citizens with the government is located on the level of bureaucracy that is not acceptable to open direct communication. Given only communication with the use of symbols and an intermediary. Statement above supported by Robbins (2005) that stiff of a bureaucracy that has become part the past, of communications for interaction are the dominant choice for in the success of a form of service. All stiffness will perish along

the emergence of a commitment to service citizens directly. From the statement, the city licensing of Samarinda should have to do ways or other methods that can be pretty much bank on any input all as a means in consultation. Consultation be used as the choices of the will repair service quality.

c. Participation

As an effort to create the conditions the involvement of the community already should make all government agencies to give public space for citizens in active participating directly. Based on research concerning public services in democratic contexts found obstacles involving participation in society to participate directly, it is characterized by a factor of creating partnership with active participation in the final analysis visible that BPPTSP only provides advise- box sms and telephone if there is maximum service to the people of less BPPTSP. Certainly opposite vigorously with participation constructed. It indicates that the city licensing Samarinda yet to receive fair and serious citizens as part of the process of democracy. Participation as a citizen has arranged in many approaches. Ideals universal participation might take many forms; but red ford show you some something fundamental: among those are (1) access to information, based on education open government communication free, and open discussion, access; (2) either directly or indirectly, into the discussion; (3) the ability to open issues to public discussion; (4) the ability to assert claim of a person without fear of reprisals coercive; and (5) consideration all claim in value of justice is fairness in the distribution of costs and benefits among different parties service (Boyne, 2002). In this meaning justice is emphasized on of proportionality in the provision of public services. With aspects of Justice, makes the citizens get involved actively without looking at the background of the society. Further electronic government within a democratic public services in terms of access which will emphasize the ease of being able to do the communication process. On the citizen participation, access will be seen clearly that the community can interact in the room is limited to the public without regulation or rules that curb the democratic process itself. The access will be remitting correction and assessment from the community in addressing the policy taken by the government. Access will give the direct effect in the process of activities, this is the cause in the failure of the bureaucracy if the country not given the opportunity to participate in communicating with the government in maintaining communication is a partner relationship. Identities of citizens not only is seen as only the problem of self-interest (self interest) but also involves the value of, trust, and concern for others. Residents of the country is positioned as the owner of government (owners of the government and capable of acting together achieve something better. Public interest is no longer viewed as an aggregation of self-interest but as the result of dialogue and involvement of the public in search of the joint and common interests. In terms of diversity, according to the electronic government in public service democratic asserts to be an actor or doer who contributed in the development of electronic government itself. Diversity will be footing that the state can accommodate all advice and aspirations of all citizens without exception. The diversity of having free value having a meaning in determining the choice, of course the input of citizens will be more sturdy and strong policy on an electronic government taken. In addition to that diversity can determine the method used to always adjust with time and activity. Great expectations of the electronic

government to encourage and improve the quality of public service at more sensitive to the demands of the needs of service will be optimally, so electronic government can create transparent governance, accountable, free of corruption, as well as provide opportunities for people to participate in supervising the government.

5. CONCLUSION

The cause of the application of electronic government has not been able to realize that public services in the democratic licensing service one door integrated the city of Samarinda caused by not look harmonious relations in define justice, access and the diversity. As a right of citizens to participate in formulating a form of public services electronic shaped. Electronic government with supporting elements support, the ability and contributed to benefit in performing public service delivery democratic. In a public servant of the democratic measured with information, participation and the quality of so complementary services for the implementation of electronic shaped to the public. The second element of his supporters have the power in achieving the desire of citizens to can develop public space that can accommodate hope, desire and the needs of citizens. Of course in building the relationship, driving elements necessary to ensure other relationship need each other, namely the element of justice, access and the diversity.

6. SUGGESTION

New public service for the development theory of course including the participation of citizens and electronic government can be built if there is a connectivity also a close and strong with the relations with righteousness and justice access and diversity so as to produce harmonious relations and democratic participation of communicative between government and citizens. So that the licensing able to open public spaces for residents of the state so that the relationship between citizens and the state administration and bureaucracy had not rigidity, therefore the desire is varied in providing choice to design the provision of public electronic based can be manifested.

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