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THE DEVELOPMENT OF E-GOVERNMENT IN INDONESIA SEEN THROUGH THE PRACTICAL PERSPECTIVE

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ABSTRACT

Starting with government issued a national policy and strategy development of e-government through Presidential Instruction No. 3 year of 2003, every ministry in Indonesia should have a website. However, the development of e-government continues to increase along with technological developments and societal needs for information and services efficiently and effectively. The development of e-government will involve a variety of factors that have contributed to the creation of a public service.

All these factors need to be designed from scratch through a planning process in order to produce a development program of e-government that can be applied starting from the factor of leadership (leadership), human resources, organization and management systems, good communication, hardware, software, budget (funds), and others that must be incorporated into an integrated planning scenario, holistic, gradual, realistic and measurable.

Through this research for the development of e-government in Indonesia in terms of a practical perspective is divided into two parts: the back office section and the front office section, which are both still in the stages of the process towards E-Government. The results of this research suggests that the government's strategy have to be realized at least 85% of the entire strategies that has been formulated especially improvements through infrastructures, organizations and users.

Keywords: practical perspective; e-government; development; framework, back office, front office

INTRODUCTION

E-Government is the information technology that used by the government to carry out the activities through all of the government sections. E-Government applied in

Indonesia to support the performance of government, and in running the E-Government has an obstacle in its development in order to make e-government more efficient and effective for the government. Coverage E-Government itself not only for government agencies but also to fulfil the needs of people who want to get the information needed by community. Indonesia's E-Government is expected to increase the efficiency, comfort, and better accessibility to public services. Therefore an evaluation of E-government is needed in order to assess developments in the implementation of E-Government in Indonesia.

Based on the current data, the implementation itself in Indonesia is mostly on the stage of released government sites. Data in March 2002 showed three hundred sixty nine government offices have opened the government's websites. But 24% of these sites failed to maintain the continuity of operation due to a limited budget. Currently only 85 sites are operating with complete menus. (Jakarta Post, January 15, 2003). Another indicator is the internet penetration reached 1.9 million people or 7.6% of the total population of Indonesia in 2001. In 2002, 667,000 subscribers and 4.5 million Internet users computer and telephone, the percentage of Internet usage in Indonesia is very low. (Source: Association of Internet Service In view of the implementation of the e-gov after discharge Inpres it can be said that the progress of the implementation of the E-Gov is still far from expectations. Data from Depkominfo (2005) shows that until the end of 2005 the new Indonesia has [1]:

1. 564 go.id domains;
2. 295 central and local government websites;
3. 226 websites have begun to provide public services through website
4. 198 local government websites are still actively managed.

Meanwhile, the number of customers and the Internet users is still relatively low compared to the total population of Indonesia. Until the end of 2004, data compiled various Indonesian Internet Service Provider Association (APJII) gives the number of Internet subscribers is still in the range of 1.9 million, while new users amounted to 9 million people. The low penetration of Internet is clearly not a good shape to reduce the width of the digital divide (digital divide) the Indonesian government agreed in meetings of the International to be reduced [1].

Figure 1 Current Data in Indonesia

RESEARCH METHODS

This research conducted investigations of two components that are critical to the E-Government, namely from the side of the Back Office and the Front Office. Firstly, the author of this paper searched the important component of the E-Government by google and found a strategic framework for E-Government as below [5]:
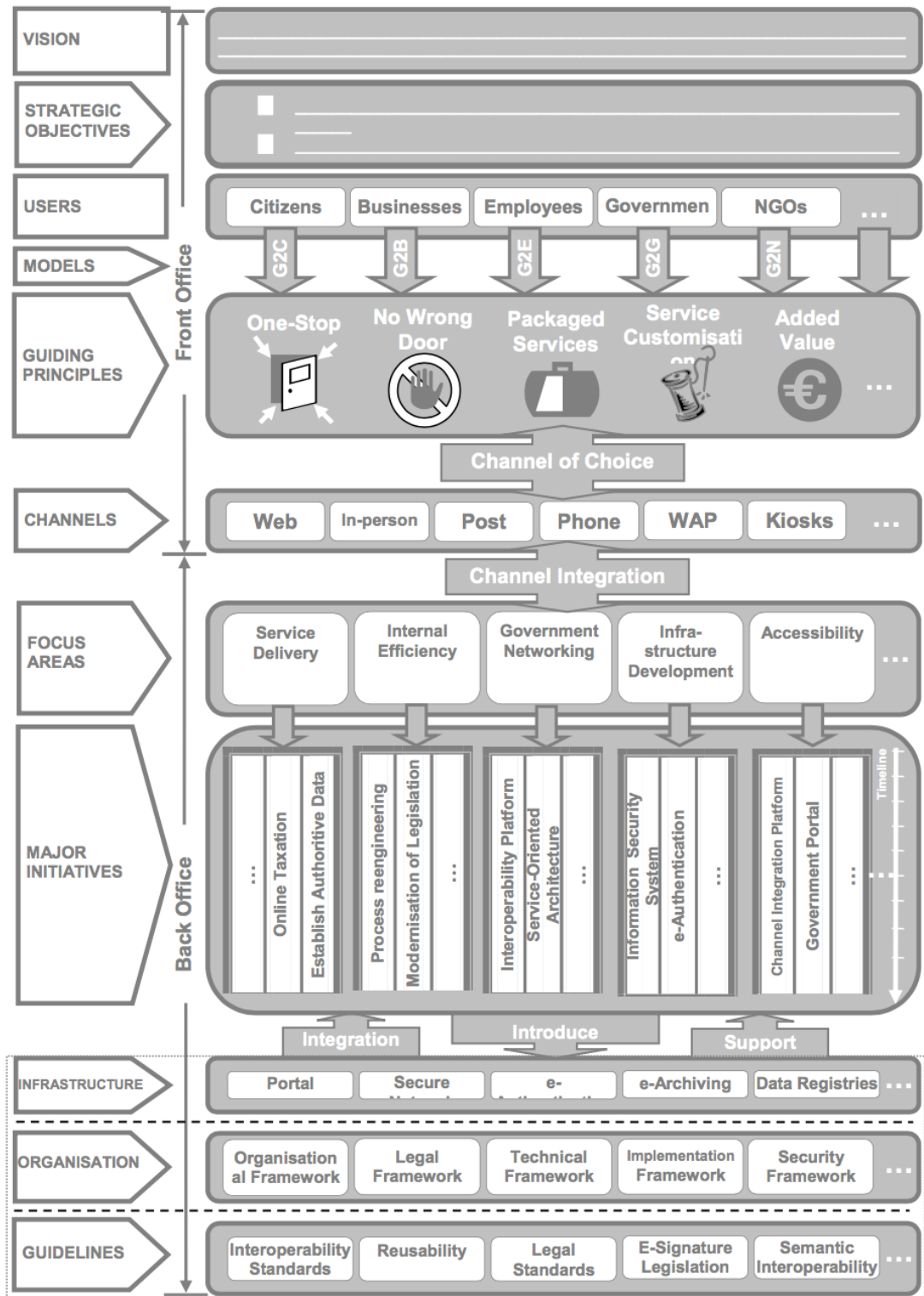
Figure 2 The Proposed Strategic Framework of E-Government

Secondly, the author of this research focused on the back office and front office view of the component of E-Government. This Concept is choose because this concept has complete components to study this research.

Thirdly, the author review several journals to study. Last, author identify research paradigms into conclusion.

FINDING AND ANALYSIS

Concept above divide into two parts [4]:
1. Analysis of Back Office Point of View
2. Analysis of Front Office Point of View

Analysis of Back Office Point of View
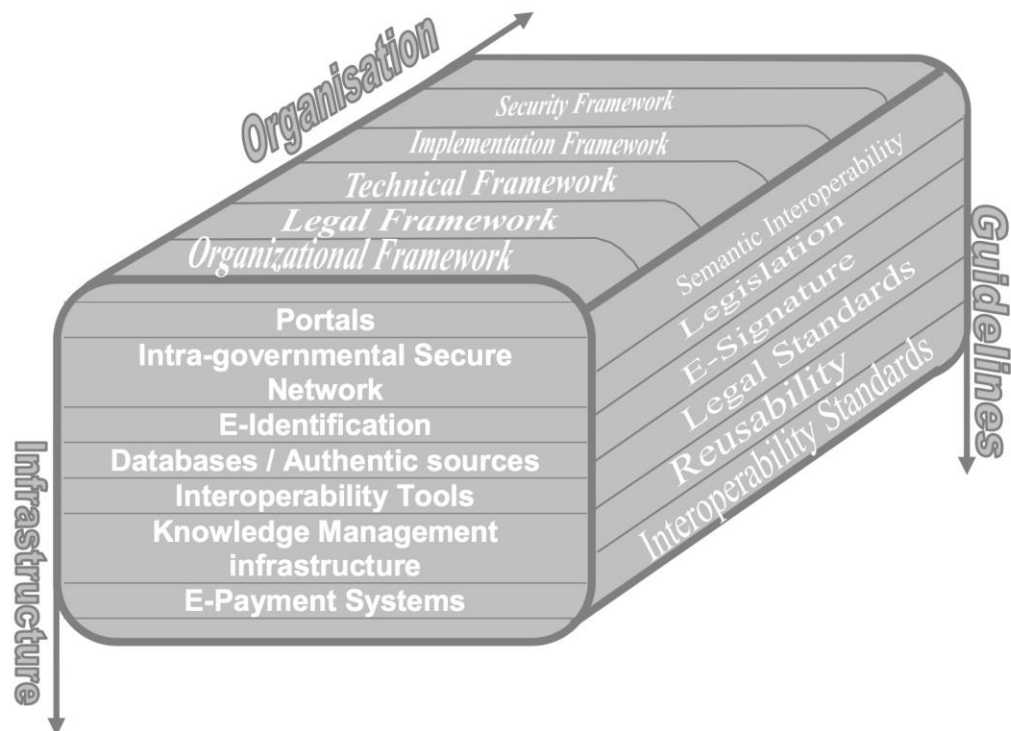

Figure 3 Back Office Point of View

From the survey results of back office point of view perceived obstacles are:

1. Organization section
    Lack of human resource skills that can maximize existing technology to enhance the development of e-government in Indonesia

2. Infrastructure section
    One of the main obstacles in the implementation of e-government is the lack of availability of telecommunications infrastructure. The telephone network is still not available in many places in Indonesia. Fee for the use of telecommunication services are still expensive. Our common hope this can be resolved in line with the development of increasingly sophisticated telecommunications and increasingly cheap. Another constraint is still the number of public service providers in both the central and local public services are not accommodated with internet facilities. Especially in central institutions with technical executing unit

and also with other institutions with the same service item. In other words it is not well coordinated and the strong interest in the respective sectors.

3. Guidelines section

Regulations for E-Government is still not sufficiently cover the activities of E-Government in Indonesia nowadays. Regulations often change suddenly, disappear suddenly or there is new regulators suddenly because their own e-government program in Indonesia is still in the planning stages, yet perfectly ripe.

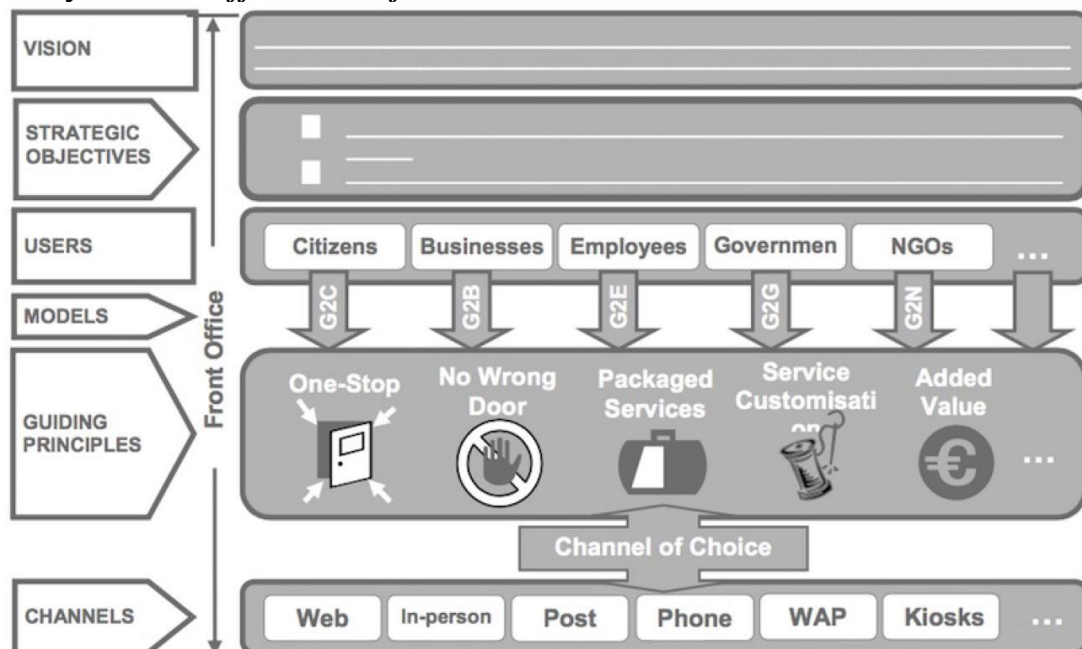*Analysis Front Office Point of View*

Figure 4 Front Office Point of View
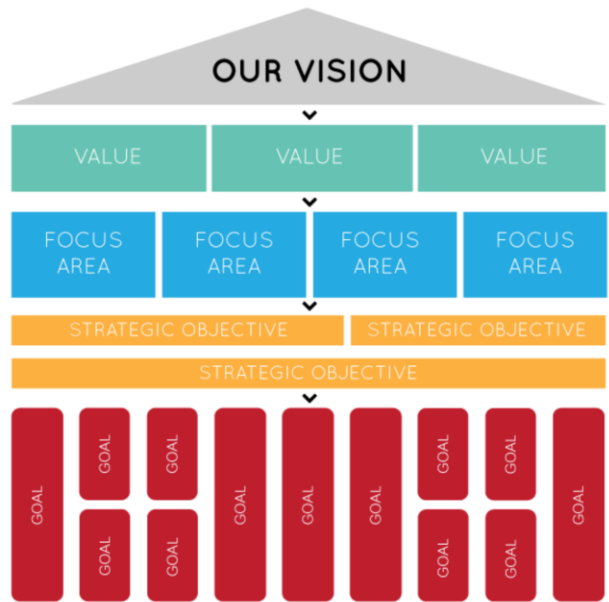
Vision consist of:

1. Vision
2. Mission

Figure 5 Vision Point of View

Strategic Objectives
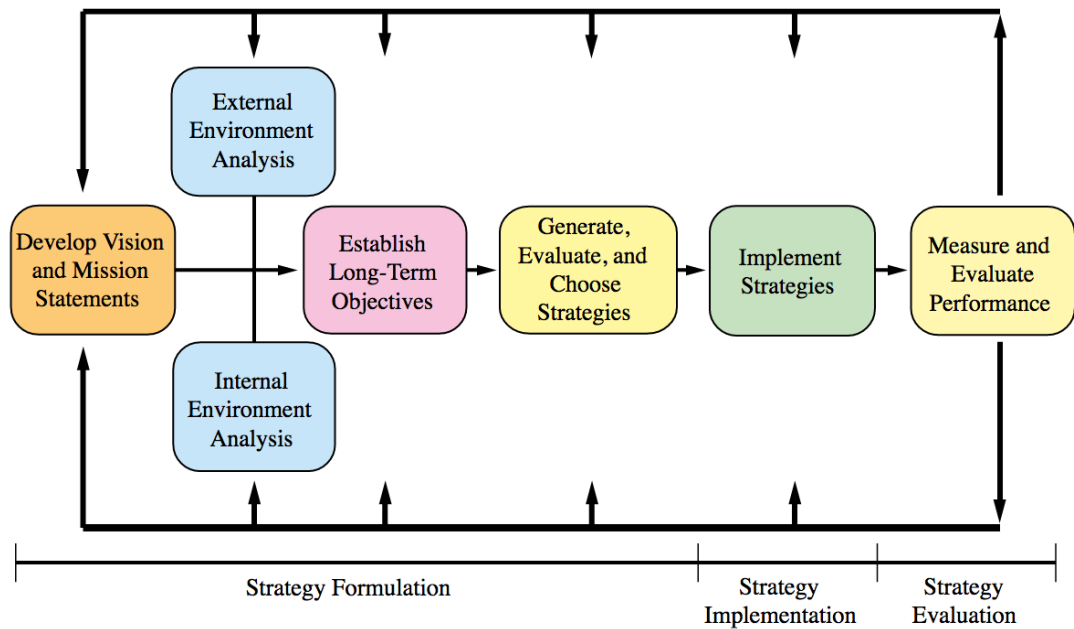
Described by figure below [2]:

Figure 6 Strategic Management Model

Users consist of:

1. Citizens
2. Businesses
3. Government
4. Employees
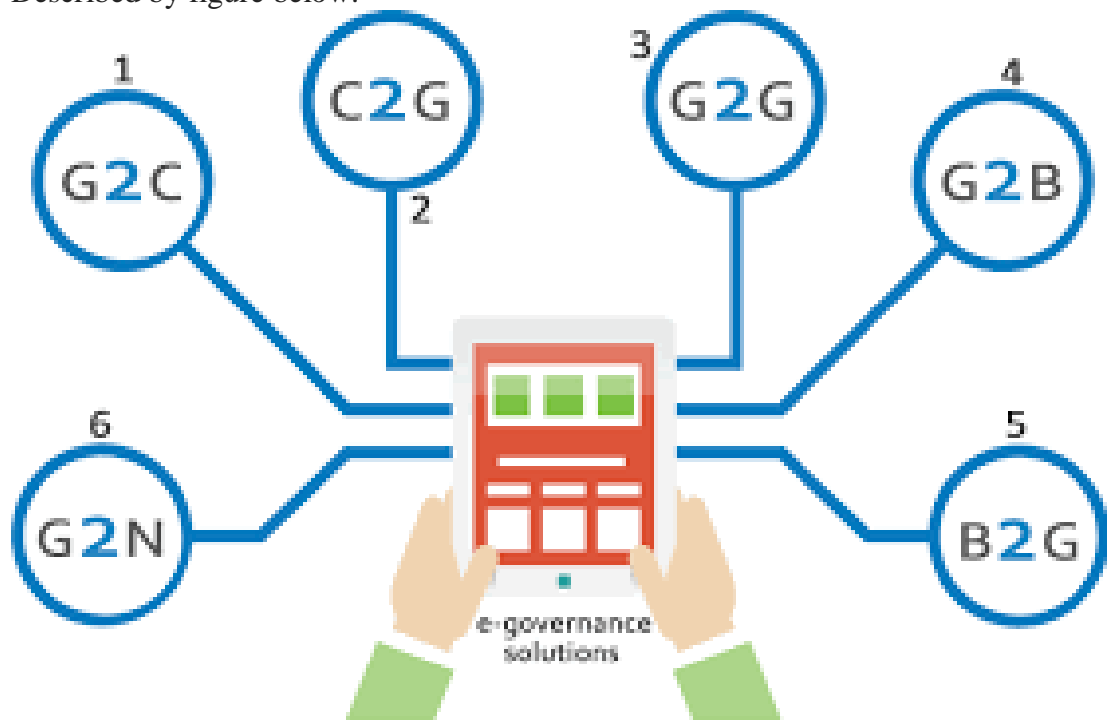5. Agencies

Model
Described by figure below:

Figure 7 Models Point of View

From the survey results of front office point of view perceived obstacles are:

Vision section
Vision and mission in 30 ministries in Indonesia for e-government have been clear but have not been realized as a whole, the vision and mission still in the process towards a good e-government.

Strategic Objectives section
This stage is not yet complete, especially at this stage of implementation of strategies, due to a good infrastructure factors and a good quality of human resources.

Users section
In terms of users, still need to be improved, especially awareness of the needs to use e-government services, the government should further improve services to meet the needs between the citizens and third parties have more leverage in support of community and government services in e-government.

Models sections
All models have been realized in Indonesia but they are not used fullest yet.

Guiding Principles section
Guiding principles section in Indonesia has not been realized nowadays, government needs the better urban planning at the first to implement this section through e-government.

Channels section

The facilities for e-government on this section have not been met, it is still in process towards a better e-government in the future.

CONCLUSION
1. Synchronize the targets of national development in all sectors with some e-government programs to be implemented through all agencies and departments. This step evaluation process as well as e-government program ever executed at all levels.
2. Improve the understanding of society, the private economic actors, including government officials on the potential that can be donated e-government program in achieving national development targets and telematics sectors.
3. Complete the various major e-government program that has not been successfully implemented, and set priorities for e-government program that can create jobs and help the enforcement of good governance practices in a variety of public services.
4. Increase access and infrastructure coverage for all parties to give priority to the use of e-government in all socio-economic activities. Included in this is to set a tariff structure that is transparent and affordable for all circles. If necessary tariff differentiation can only be applied to all e-government applications.
5. Allocation of funds e-government needs to be improved to suit the stage that has been achieved. Funds may come from APBN/APBD, international cooperation, or also from the private sector.
6. Assign only a few e- government application options - as an example of success - the priorities of development and development resulting in efficiencies in the delivery of public services.

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