Electronic-Based Government System (SPBE) Policy in Bitung City

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ABSTRACT

This study aims to (1) Describe, analyze, and explain the Implementation of the Electronic-Based Government System Policy in Bitung City. (2) Describe, analyze, and explain the determinant factors in implementing the Electronic-Based Government System Policy in Bitung City. This study uses a qualitative method with a narrative study research approach. This approach is carried out to provide an overview through detailed explanations by informants, compare them with existing data, and review existing documents related to the Implementation of the Electronic-Based Government System Policy (SPBE) in Bitung City. The study's results indicate that the implementation of SPBE in Bitung City has positively impacted the efficiency and transparency of public services. However, several challenges must be overcome, such as increasing HR competency, improving infrastructure, and optimizing the budget. More even socialization and increasing coordination between OPDs are also needed to ensure maximum utilization of SPBE services. The implementation of SPBE in Bitung City is an ongoing process that requires adjustments and improvements so that the community can access all public services effectively and evenly.

Keywords: Policy Implementation, Information System, SPBE

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INTRODUCTION

The rapid development of Information Technology (IT) and the high dependence on IT has increased the demands for the needs of society for IT. The progress of technology and information should be utilized well by the Regional Government, especially Bitung City, in the implementation of its government so that it can realize good governance. Realizing good governance certainly requires many things and methods that must be done. One of them can be done by accelerating the achievement of employee performance in providing services to the community. As a public sector organization, employees are required to have performance that is oriented towards the interests of the community and encourage the government to always be responsive to the demands of its environment. According to Taengetan et al. (2023), In a work entitled "Implementation of E-Government, Legal Bureau of the Regional Secretariat of North Sulawesi Province," Tumbel explores the implementation of an electronic governance system (e-government) in North Sulawesi, providing insight into the steps of local governments towards more transparent and efficient governance practices. This study describes the challenges and successes faced in implementing SPBE in the public sector, especially in administrative functions such as legal services.

Currently, the Indonesian Government is planning to organize the government using information and communication technology, this is stated in Presidential Regulation No. 95 of 2018 concerning the Electronic-Based Government System (SPBE). The electronic-based government system is organized with the principles of effectiveness, integration, continuity, efficiency, accountability, interoperability, and security. Where these principles serve as guidelines for the parties involved in its implementation. As a follow-up to the development of Information Technology, the Bitung City Government has carried out planning and design as a basis for developing an integrated electronic-based information system to support government functions and performance with an Electronic-Based Government System since 2019. According to Taengetan et al. (2023), electronic systems in public administration, such as those used in education, are part of the broader scope of the Electronic-Based Government System (SPBE), which aims to improve government services and efficiency. As evidence of the availability of the Bitung City Government portal site, the ICT blueprint document in the form of the Information and Communication Technology Master Plan (RITIK) document, strengthening ICT infrastructure through the construction of Backbone (main line) internet/Infranet networks at 8 points (FY 2019) to provide high connectivity support, as well as the integration of several strategic regional information systems in several OPDs such as e-planning and e-budgeting which before the integration were each managed separately by Bappeda and BKAD Bitung City, and have developed Decision Support System software or Policy Maker Support Systems.

Based on the researcher's observations and experiences as a State Civil Apparatus in the Bitung City Government, especially in the Bitung City Regional Secretariat, the implementation of SPBE in the Bitung City Government has not been running optimally until now. However, the implementation of SPBE in Bitung City is not free from various challenges, especially in its application at the sub-district level. Bitung City has 69 sub-districts, which are the spearheads of public services. Each sub-district is expected to be able to operate an electronic-based system to serve the community efficiently. The role

of sub-district operators is vital in carrying out these electronic-based government functions. They are responsible for providing public administration services, integrating data and information, and ensuring the accuracy and consistency of data needed for proper decision-making.

However, various obstacles often hinder the effectiveness of the role of village operators in implementing SPBE. One of the main obstacles is the limited technological infrastructure that is still inadequate in several villages. These limitations include unstable internet access, hardware and software that do not meet standards, and a lack of adequate technical support. In addition, the lack of training and capacity building for village operators is also a significant obstacle. Without adequate training, village operators have difficulty mastering the information technology, data security, and information system management required in SPBE. As the problem has been explained above, one of the causes is that the Information and Communication Technology infrastructure has not reached all sub-districts in the Bitung City Government. The ICT infrastructure starts from weak signal strength to the internet network. This is because there is still a lack of towers prepared by the provider.

In addition to the infrastructure problems in the Information and Communication Technology infrastructure, as explained above, another problem faced by the Bitung City Regional Government in implementing the SPBE policy is the human resource factor. The limited human resources for digital-based ICT managers, both in terms of quantity and quality, when viewed from their educational background, is not a graduate of information and technology or computer science majors. The problems faced will certainly have an impact on the weak culture of sharing data and information (data sharing) between agencies within the Bitung City Government. This results in the implementation of SPBE becoming less effective.

RELATED WORKS

1. Public Administration

Public administration is a field of science that studies How public policy is created and implemented and How institutions, government, and non-government Work to serve society. As a discipline science, the administration public focuses on management sources to Power the public to reach goals and interests in general.

Public Policy

In his book entitled The Basics of Public Policy (2020), Goinpeace Tumbel describes that policy public is a series of decisions and actions taken by a purposeful government to overcome problems and fulfill the needs of the community. Tumbel emphasizes the importance of participation in public, transparency, and accountability in all policy process stages to ensure effective and sustainable policies. According to Muchlis Hamdi (2015), General policy is understood as decisions taken to handle certain things. Laswell and Kaplan in Nugroho (2008:53) define policy public as a projected program with goals certain, values certain, and practices certain. According to Dunn in Pasolong (2010) states that policy public is a series of mutually exclusive choices made by the institution or official government in areas

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concerning task government, such as defense security, energy, health, education, welfare society, crime, economy, and others. Anderson, in Agustino (2008), defines policy public as a series of activities that have the objective of a particular person followed by an actor or a group of related actors with a problem or an interesting thing attention. Anderson notes five implications and concepts about policy public, namely: 1) policy public is action-oriented objectives; 2) policy public contains series of actions taken throughout time; 3) policy public is the response from need will exist a policy about things certain; 4) policies public is a description from activity government in fact, and not just the desire that will be implemented; 5) Policy government can is activity active or passive in the face a problem.

Based on various views about policy public, it can be understood that policy public is pattern actions determined by the government and realized in the form of regulation legislation in frame organization government of the country. The main characteristics of the policy public are: 1) Every policy public always has its purpose, namely to overcome problems public. 2) Every policy public always is pattern actions outlined in programs and activities. 3) Every policy public is always loaded in law positive.

2. Implementation Policy

Matland in Muchlis Hamdi (2014) noted that literature about implementation policy is generally divided into two groups, namely groups with an approach from top to bottom (top-down) and groups with an approach from lower to top (bottom-up). The group with a top-down approach sees designer policy as actor central in implementation policy and also focuses on attention to factors that can manipulated at the level central to a macro variable. Meanwhile, the bottom-up group emphasizes two things, namely group targets and providers service for a variable that is micro. Giving pressure on two things is based on the thought that policy is made at the local level. This model looks at that implementation only can be understood appropriately through the glasses of the implementers and groups that become target policy. At the implementation level, the macro actor in the center sets a government program, and at the micro level, the organization reacts to macro-level policies, as well as develops their programs and implements them.

Then, group three tried to harmonize the second group with a focus on aspects of ambiguity and conflict from implementation policy. Matland in Muchlis Hamdi (2014) noted the existence of four paradigm implementation policies, namely:

1. Conflict low-ambiguity low (implementation administrative).
2. Conflict high-ambiguity low (implementation political).
3. Conflict high-ambiguity high (implementation symbolic).
4. Conflict low-ambiguity high (implementation experimental).

Based on the description, it can be known that implementation policy, namely actions carried out by individuals or groups, government and also private, to reach the goals that have been set in the study This is the vision and mission of Metro City as a city education.

3. Implementation Models Policy
    a. Implementation Model by George C. Edward III

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Implementation model perspective policy top-down developed by George C. Edward III. Edward III named the implementation model policy the public with Direct and Indirect Impacts on Implementation. In the approach theory, these four variables influence the successful implementation of policies, namely: (a) Communication, (b) Resources, (c) Disposition, and (d) Structure bureaucracy

b. Models Donald Van Metter and Carl Van Horn

Donald Van Meter and Car Van Horn, in The Policy Implementation Process: A Conceptual Framework, relate this model to consider that implementation policy walks linearly from policy public, implementor, and performance policy public. Six variables, according to Van Metter and Van Horn, influence performance policy, namely: (a) Policy Size and Objectives, (b) Resources, (c) Characteristics of Implementing Agents, (d) Attitudes / Tendencies (Disposition) of implementers, (e) Communication Between Organizations and Activities Implementers, and (f) Economic, Social, and Political Environment.

c. Ripley and Franklin Model.

According to Ripley and Franklin explained that implementation program policy is reviewed from three factors as the following: (a) Decision level apparatus, apparatus executor or policy implementer public sued own attitudes and mentality that manifest in obedient and obedient actions in carrying out every policy; (b) Smoothness and no existence issues. Policy implementers, as much as possible, possibly minimize every problem encountered in the implementation process of policy public. Every implementor always becomes a problem solver instead of a trigger problem; (c) Performance of each implementation policy, in the end, culminating in the effectiveness of the implementation process policy public naturally will give birth to what is called optimization performance policy, but effectiveness and optimization performance policy is also determined by performance individual policy implementers public That Alone.

d. Model Brian W. Hogwood and Lewis A. Gunn

According to Brian W. Hogwood and Lewis A. Gunn in the "The top-down approach" model, the implementation policy government implemented can be perfect, with requirements: a) Conditions external faced by the Implementing Agency No will cause constraint Seriously. b) Availability of sufficient time and resources for implementing the program. c) Combination of the necessary resources truly available. d) Policies that will be implemented realized by a connection existing causality. e) Relationship causality nature direct and only A little eye chain the connector. f) Relationship each other dependence must be small. g) Deep understanding and agreement to objectives. h) Tasks detailed in proper sequence. i) Proper communication and coordination. j) Authorized parties. Can determine and obtain perfect obedience.

4. System Government Electronic Based in Bitung City

An activity or activity can be said to be effective when fulfilling several criteria certain. Effectiveness is closely related to the implementation of all tasks, main, achievement purpose, accuracy time, and existence business or participation active from executor task said. Effectiveness is the utilization of infrastructure, resources, and Power in an amount previously set to produce several goods or service activities that someone or a company will run. According to Ravianto (Masruri, 2014),

effectiveness is: "How much good work is done, to what extent people produce output following what was expected. That means if a work can be completed following planning, good in time, cost, and quality, then it is said effectively". According to Gibson et al. (Bungkaes, 2013), the definition of effectiveness is "a judgment made in connection with performance individuals, groups, and organizations. The more near performance they too expected performance (standard), then they rated the more effective".

Based on Regulation President Number 95 of 2018 Concerning System Government Electronic Based. One of the Contents policies that's the most important stated in Article 2, paragraph 1, which reads that SPBE is implemented with principle effectiveness, integration, continuity, efficiency, accountability, interoperability, and security.

METHOD

A. Research Approach
This study uses a qualitative method with a narrative study research approach. This approach is carried out with the aim of providing an overview through detailed explanations by informants, comparing them with existing data, and reviewing existing documents related to the Implementation of Electronic-Based Government System (SPBE) Policies in Bitung City.

B. Research Location
The research locations in Bitung City are mostly in the Bitung City Regional Secretariat and the Bitung City Communication and Information Service.

C. Focus Research and description Research Focus
Focus and Description of Research The Focus of the research is
1) Implementation of the Electronic-Based Government System (SPBE) Policy in Bitung City, with the following indicators:
2) Socialization
3) Facility
4) Human Resources
5) Determinant factors in the implementation of electronic-based government system policies in Bitung City.

D. Instrument Study
In research using a qualitative approach, it is not known as a population and sample as in quantitative research. Therefore, it is called a "social situation" or social situation consisting of three elements, namely place, actors, and activities that interact synergistically (Sugiyono, 2018). Departing

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from the case of the existence of individuals or groups in certain social situations, the results only apply to that social situation.

E.   Data source

1. Primary Data

Primary data is empirical data, namely data obtained directly from respondents through in-depth interviews with informants. In this study, the selection of informants was chosen by purposive sampling (intentionally). Researchers choose informants because they are considered to know many things and can provide valid information related to the research. The informants referred to in this study are as follows:

a.   Mayor of Bitung: 1 Person
b.   Regional Secretary of Bitung City: 1 Person
c.   Head of Communication and Informatics Office of Bitung City: 1 Person
d.   Head of Informatics Facilities and Infrastructure Division: 1 Person
e.   Secretary of the Communication and Information Service: 1 Person
f.   Head of Matuari District, Bitung City: 1 Person
g.   ASN Users of SPBE Services: 1 Person
h.   Journalist: 1 person
i.   Community as Service Users: 1 person

Number: 9 people

2. Secondary data

Secondary data is data obtained from direct observation in the field and document review, such as reviewing library materials in the form of books, laws, regulations, and other important documents related to the management of the Electronic-Based Government System (SPBE) in Bitung City.

F.   Data collection technique

To obtain clear and valid information related to research problems, the data collection techniques used are as follows:

1.   Interview

Researchers conducted interviews with research informants freely to dig up the deepest possible information regarding the Implementation of the Electronic-Based Government System (SPBE) Policy in Bitung City.

2.   Observation

Researchers conducted direct observations in the field to see the extent of the implementation of the Electronic-Based Government System (SPBE) Policy in Bitung City by observing or taking pictures related to the focus of the research.

3.   Document Review

Studying books or literature related to research problems in the form of documents and reports or complaints regarding the Implementation of the Electronic-Based Government System (SPBE) Policy in Bitung City.

G. Data Analysis Techniques

Data analysis is an activity that refers to a systematic review or testing of something to determine the parts or relationships between parts in the whole. Researchers analyze data, namely by collecting data first before being interpreted, meaning that the data is processed first. This is in line with Sugiono's opinion in his book Understanding Qualitative Research, stating that there are three elements in the data analysis process, namely Data Reduction, Data Display, and Conclusion Verification.

H. Validity of Data

Data validation is data that has been guaranteed that everything has been observed and researched, with data that exists and exists where research is carried out to maintain and guarantee that the data is correct. As stated by Sugiono (2012), to measure the credibility of the validity of the data that needs to be done is to use the concept of triangulation, namely:

1. Source Triangulation

Namely a method by collecting all sources of research data that are used as findings in research. Where the triangulation method is to conduct detailed checks on the data that has been collected to obtain the desired data.

2. Triangulation Technique

Triangulation that checks data from the same data source but uses different techniques. With the intent and purpose, if there are different data findings from the data collection technique, then a discussion will be held to determine the correct data so that the desired research results can be obtained.

3. Data Triangulation

Triangulation is based on the appropriate placement of research time, which is based on the conditions of the researcher in the research process.

RESULTS AND DISCUSSION

Based on interviews with various parties, such as the Mayor, Regional Secretary, Head of Communication and Information Service, Head of Field Informatics Facilities Infrastructure Bitung City Communication and Information Service, Secretary of Communication and Information Service, Matuari Sub-district Head, ASN Users SPBE Services, Journalists, and the Community as user service found several findings important related with indicator socialization, facilities, and source Power man.

1. Socialization

Based on an interview with various resource persons (Mayor, Regional Secretary, Head of the Communication and Information Service), Head of the Information Facilities and Infrastructure Sector

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of Bitung City, Secretary of the Communication and Information Service, Sub-district Head, ASN, community, and journalists) are known that policies and regulations related to SPBE have integrated into the RKPD and implemented in various OPDs (Regional Organizations) Regional Devices). However, the obstacles appear in translation regulation technical at the operational level, as conveyed by Operators and ASN, where there are differences in understanding between work units.

Findings This shows that, although regulation is already clear, it still requires understanding more and coordination cross-OPD so that all policies can applied optimally. This is in line with Grindle's (1980) theory on implementation policy public, which emphasizes the importance of understanding actor policy to rules and roles in implementation.

2. Facility

Adequate facilities are a significant determinant in supporting the successful implementation of SPBE in Bitung City. The head of the Communication and Information Service states that strengthening infrastructure technology has been done through the improvement of the capacity internet network, adding servers, and Updating device hardware and software. This is also in line with the provision of adequate and safe data centers for keeping information government in a way electronics.

However, several obstacles still exist faced by related facilities. For example, the Matuari Sub-district Head highlights existing limitations on internet access in some remote areas from the center city, which hinders operational system electronics. Likewise, the Secretary of the Communication and Information Service acknowledged that although there are improvement facilities, there is still a lack of maintenance and care infrastructure that can influence the continuity system.

Discussion more carry on show that availability and readiness facilities are highly dependent on the allocation budget provided by the government area. This indicates that financial support and careful planning become crucial for ensuring sustainability facilities that support SPBE.

3. Human Resources

Source Power human resources (HR) are also identified as a factor determinant main in the implementation of SPBE in Bitung City. Based on interviews with various sources, such as The Mayor and the Head of the Communication and Information Service, it is known that HR competency becomes quite a significant challenge. Many employees are still less familiar with technology information and communication applied in SPBE, so they sustainably need training and mentoring.

Operator/ Chief Field Application Bitung City Communication and Information conveys that regular training provided by the Communication and Information Service helps increase the understanding and skills of technical employees in operating system electronics. However, there is still a need to expand coverage training and improve managerial skills for optimizing the use of SPBE. Supervision of the implementation of SPBE is carried out strictly through real-time monitoring and evaluation periodically. This is following the statement: The Head of the Communication and Information Service emphasized the importance of monitoring continuously to identify problems that arise and repair appropriate time.

The discussion shows that factor HR competencies and mechanisms of Effective supervision have a big influence on the successful implementation of SPBE. In addition, with support from the management level above and the availability of adequate power for training and development, employees also become a factor that influences implementation policy. Availability source power (human resources, facilities, and budget) to become a factor determinant of the success of SPBE. According to the Resource-Based View (RBV) theory, organizations that can effectively utilize source Power will own superiority competitively. In the context of SPBE in Bitung City, the increased HR competency and optimization budget are very much needed to support sustainability services.

In general, Overall, the implementation of SPBE in Bitung City has had an impact on the increase in efficiency and transparency of the public. However, several challenges must be overcome, such as improvement of HR competency, improvement infrastructure, and optimization budget. More socialization even and increased coordination inter-OPD is also required to ensure the utilization of SPBE services at maximum. Implementation of SPBE in Bitung City is an ongoing process that requires adjustments and improvements so that all public services can be accessed in a way that is effectively and evenly distributed by the community.

CONCLUSION

Study This gives an outlook on challenges and factors determinant in the implementation of SPBE in Bitung City. Research results This can become a reference for government areas in improving and enhancing the implementation of SPBE policy. In addition, research also shows that success The implementation of SPBE is highly dependent on coordination, HR competence, and availability. Infrastructure. In the long term, the success of SPBE will not only increase the efficiency of service to the public but also strengthen accountability and transparency in government, which ultimately will increase the trust of the public in government. Bitung City Government expected to Keep going and do evaluation and innovation so that digital services can benefit the maximum for the public.

Suggestion

1. The head of the department, as a leader in an educational organization, should learn more about conflict management because knowledge of conflict management can help in problem management or problem-solving.
2. The head of the department should learn from every conflict that occurs, then understand it and manage the conflict well.
3. The head of the department should hold a meeting with students to be able to socialize ways to manage finances so that students get an understanding of distinguishing needs and wants.

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