

Establishing and Implementing Good Practices E-Government (A Case Study: e-Government Implementation between Korea and Indonesia)

by Eko Priyo Purnomo

Submission date: 06-Jun-2018 02:29PM (UTC+0700)

Submission ID: 972924920

File name: PROCEEDING_5th_AASIC.compressed.split-and-merged.pdf (2.53M)

Word count: 7792

Character count: 49103

PROCEEDINGS BOOK
ISBN: 978-616-440-849-4



5th
AASIC The 5th Asian Academic Society International Conference

THE 5th
ASIAN
ACADEMIC
SOCIETY
INTERNATIONAL
CONFERENCE

Themes:
Health Sciences
Education and Social Sciences
Engineering and Technology



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Copyright © & Published by Mr Agianto (5th AASIC)
Edition & Year: 1st Edition, July 2017



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Edition & Year: 1st Edition, July 2017

ISBN: 978-616-440-849-4

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Printed in Khon Kaen, Thailand

2017

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Content List of Full Paper

Health Sciences

Relation between Dehydration and Short Term Memory Function Impairment in College Students

ANNISA BUNGA NAFARA, MOCHAMAD BAHRUDIN, HASANAH..... 1

Tackling Indonesia's Diabetes Challenge with Indonesian Traditional Herbs as Dietary Supplementation to Reduce Development of Cardiovascular Complications: Promotion the Use of Natural Product

APRILLIA TANTO, FAIRUZA SYARFINA, FAHMI DIMAS ABDUL AZIS, PRIMA ALIFIAN H, SAFIRA ADILLA..... 6

Averrhoa Carambola Benefits to Reduce Hypertension

JENITA DOLI TINE DONSU, HARMILAH, MARIA H. BAKRI 13

Implementation of Diabetic Foot Ulcer Prevention Program in the Provincial Hospital, Pontianak, West Borneo, Indonesia

KHARISMA PRATAMA, NICHAPATR PHUTTHIKHAMIN 18

Personal Hygiene of Adolescents Who Play Video Game

KHOIROTUN NISAK, ROMDZATI 23

I-Costra: Innovation of Coconut Coir as Noise Barrier on Reducing Occupational Deafness Risk in Informal Industrial Sector

MOHAMAD MAULUDDIN EKA PUTRA, YULI PUSPITA DEVI, VIEVI RULDI, DINI RAHMA YANTI, MEIDA CHAIRUNNISA..... 26

Dhikr Therapy to Improving Sleep Quality for Post-Surgery Patient at Banten Indonesia

NENDEN ATIYANINGSIH, INDAH WULANDARI 29

Heavy Metal Phytoremediation Agents in Industrial Wastewater Treatment Using *Limnocharis flava* Callus

NINDYA PRAMESTI WARDANI, ANDIENA ELSAFIRA, GALUH PRIMADANI, LAILI CHOIRUL UMMA..... 33

Hipertension in Adult Age and Related Risk Factors

NUR CHAYATI, HENDRA GUNAWAN 38

A Systematic Review of Relationship between Green Tea Consumption and Improvement of Lipid Profile as Action Plan for Preventing Cardiovascular Disease (CVD) Development

PRIMA ALIFIAN H, FAHMI DIMAS ABDUL AZIS, FAIRUZA SYARFINA, SAFIRA ADILLA, APRILLIA TANTO 42

The Impacts of Abusive Environment on Childrens Personality Development as Depicted in One Child

R. HARIYANI SUSANTI..... 48

Effect of Empowerment of Cadres by Using Module for Changes in Nutritional Behavior in Pregnant Women in Dlingo, Bantul, Indonesia

SARI HASTUTI-IINNURMAINI SEMBIRING..... 60

Nurses Preparedness for Disaster Management in Lampung Province, Indonesia

TIARA, EAMPORN THONGKRAJAI..... 66

The Effectiveness of Breathing Relaxation with Balloon Blowing Technique toward Physiological Changes of COPD Patients

TUNIK, ELSYE MARIA ROSA, AZIZAH KHOIRIYATI..... 72

Cupping as Complementary Therapy for Patients with Hyperuricemia

UMI HANI, RITA WADI W 77

A study on relationship among Health Status and Media Literacy among Elderly in Surin Province

WAREEWAN WIRIWANIJ, CHULARAT HOWHARN, WORANART PROMSUAN,SUPARANICH WASUKANCHANAVEJ 80

Effect of Plasticizer and Chitosan Composition on the Plastic Biodegradable Quality from Starch Cassava Rubber (*Manihot Glaziovii*) as Alternative Plastic

YOUGES PUTRA MERLY PARADIKA 83

Education and Social Sciences

Preserving 'Kampung Pulo' Local Wisdom, Garut, Indonesia

AFNI FAUJIAH, HAFIDIN SYARIF HUDA, I GUSTI WAYAN ALBAR 89

An Assessment Agrarian Conflict Dynamics and Conflict Resolution Practices in Central Borneo

AGUSTIYARA 96

The Use of Verbal Rhetorical Devices to Construct Readers' Ideology in Online News Headlines

ANNISA LAURA MARETHA, ALLAN KONGTHAI 103

The Study of Slip of Tongue Found in English Classroom Presentation Produced by Thai and Libyan Students at English Language and Letters Department

BAGUS DETRIANTO 111

The Attitude and Future Perspective of 9th and 12th Grade English Program Students Towards Globalization in Khon Kaen City, Thailand

CHUANCHEN BI, NITHIKARN SANOAMUANG, VIROCHSAENGARON, BENOIT NADEAU, MATHEW FOLEY, SUTHAI KATIMA, PROYCHAI KLAKAYAN, KANNAPORN SANOAMUANG, YOSHIO MAKI, PHATARAPORN THAYASEREE, CHAIRAT WATTANACHOTIWA 120

Linguistic Imperialism: The English/Asean Tension

ELEANOR KERFOOT 127

Cultural Harmony: Uncovering the Acculturation of Buddhism and Kejawen in Kemiri Village, Temanggung Regency, Central Java, Indonesia

ERSYAH YULIA NUR 131

The Local Wisdom of the Sakai Tribe in Mandau, Bengkalis Regency in Preserving Forest and River : Symbolic Interactionism

FINA MUSTA'INA, MUHAMMAD SANDRA, IKHSAN HIDAYAT, SITI KURAMIN, FANJI SUTEJA, MITA ROSALIZA 135

Analysis of Exchange Rate Fluctuation Using Vector Error Correction Model (VECM) From 2010 to 2015

FITRA PRASAPAWIDYA PURNA, PUGUH PRASTYO MULYO, M ROQI AZZA BIMA 143

The Changing of Community Media Dynamics in Indonesia a Case Study of Grabag Tv as a Media Literacy for Grabag Villagers

HANNA NURHAQIQI 153

Student's Perception on the Use of Twitter to Learn English: a Preliminary Study

IANATUL KHOIRIYAH, NAILIS SA'ADAH SAFITRI 158

Review Urgency Implementation of *Dalihan Na Tohu* Institutions in Legal Justice System in Indonesia

IKA KHAIRUNNISA SIMANJUNTAK 164

Effects of Self-Assessment on Writing of Thai EFL Students in Different Groups of Learning Styles

JAKKRAPONG THONGPAI, PORANEE DEERAJVISET 173

The Study of Philosophical Meaning of Kerawang Motifs on Gayo Ethnic Traditional Clothes, Aceh Province

JARWATI, SAHRI ARDALINA 182

The Use of Google- Assisted Language Learning (GALL) on Improving Primary School Students' Verb-Noun Collocation Use in Sentence-Level Writing

JINTANA SRISUWAN, SUKHUM WASUNTARASOPHIT .. 186

Enhancing the Motivation of Low-Motivated Thai EFL Learners Through Self-Imaging Activities

KANOKWAN WONGTHONG, CHOMRAJ PATANASORN 195

South Korea E-Government Practice (Study Case: E-Government Implementation in Indonesia)

LUBNA SALSABILA, EKO PRIYO PURNOMO 206

Parental Awareness of Teenagers Smoking Behavior in Yogyakarta and Bali

LUCKY HERAWATI 214

Undergraduate Nursing Students' Experience Using the Combination of Flipped Classroom and Jigsaw Strategy

MARIA SILVANA DHAWO, CHRISNAWATI, IMELDA ILADJAR 219

Akit Tribe and Existence of Mangrove Forest in Beranah Village, Bengkalis, Indonesia

MITA ROSALIZA 226

The Effectiveness of English Camp (A Model in Learning English as the Second Language)
MUHAMMAD ASWAD234

Students' Perceptions on the Use of English Vlog (Video Blog) to Enhance Speaking Skill
NAILIS SA'ADAH SAFITRI, IANATUL KHOIRIYAH240

Information Literacy in Rural Community: an Alternative Information Literacy Model in Development Countries
NINIK ALFIYAH, ANISA SEPTIYO NINGTIAS, NURMA PANDWITA UTAMI248

Types of Written Corrective Feedback: Overview of Teachers' Implementation in Indonesia
NIRMA PARIS, SUTIDA NGONKUM, REZKIAWATI NAZARUDDIN255

Peruweren Systems: Local Wisdom Manifestations for the Gayo Peoples
NUR LAILIYA HARTANTI, ARMAYA AKBAR FITRA SIRAIT263

From Museum for Java Culture (Management Information System in Ullen Sentalu Museum, Yogyakarta)
NURUL CHAMIDAH, DEDET ERAWATI, ENDAH NURHAWAENY265

Local Tourism Promotion Through Multilingual Vlog in Garut, Indonesia
PANDU PURWADI, AINI NOVIANTY, DEDED ARDI NUGRAHA, YUANDA LESTARI272

Memory Strategy Options in Collocation Learning Among EFL Learners
PANSUPA PANCHOOJIT, SUKHUM WASUNTARASOPHIT277

The Phenomenon of Demolition of Radio Bung Tomo Based on Law Number 11 in the year 2010 and City Regulation of Surabaya Number 5 in the year 2005
PARLAUNGAN IFFAH NASUTION, LENY YULYANINGSIH, LISDA BUNGA ASIH286

Maduranese Meaning About Carok Case Study in Sampang Regency, Madura Island
PURWATI AYU RAHMI291

Evaluating Effects of *Program Keluarga Harapan* (PKH) on School Attendance: Case Study of CCT in Indonesia
PUTRI KEMALA DEWI, DYANTI RIZKIKA ANDANI, AMIRAH HADI AQILAH297

Implementation of Persuasive Strategy for Public Services in Private Enterprise
RACHMAWATI NOVARIA, AHMAD SJAFFI, INDAH MURTI, NI MADE IDA PRATIWI303

The Meaningful Place: Transforming Taman Sari as City Park of Banda Aceh
RAHMALIA, NURUL HIKMAH308

The Study of Speech Acts in Press Releases of International Technology Trade Fairs
SASITHORN SAELOW315

Empowering Livelihood of Disabled People Through Batik Village
SIHAM MADIHAH321

Rechtsvacuum in the Capital Market Regulation in Indonesia, a Case: the Embezzlement of Customers Funds by PT. Sarijaya Permana Sekuritas.Tbk.
SITI HATIKASARI325

Interaction Strategies Used in an Online Learning Medium by Tertiary Level Students in English for Specific Purposes Course
SOPIT JENPRADAB, ALLAN KONGTHAI333

Service Quality in Public Sector Toward Surabaya Multi Media City (Case Study: Broadband Learning Centre Services in Taman Prestasi, Surabaya City)
SRI MURYANI, PRASASTI ANJARWANI, LULUK DWI SASMITA, WILDAN TAUFIK RAHARJA343

Images of Javanese Women in Patriarchal Culture Represented by Aisyah, a Character in Umar Kayam's Para Priyayi
SRI WARSIDAH RAHMI348

Local Wisdom of Malay Community in the Coastal in the Utilization of Natural Resources (The Study Case of The Farmer of Sialang's Honey Bee in Kampung Rawa Mekar Jaya Subdistrict of Sungai Apit Regency of Siak of Riau Province)
T. ROMI MARNELLY353

The Rising of *Ojek Difa* Positioning Difabel as Subject in Providing Inclusive Public Transportation Service for Yogyakarta Indonesia
THERESIA OCTASTEFANI, BAYU MITRA ADHYATMA KUSUMA364

The Effects of Ethiopia's Investment Policy and Incentives on Smallholding Farmers
YONAYAD GURMU, SUKHUMVIT SAIYOSAPON, WEERAKUL CHAIPHAR372

Engineering and Technology

Mocaf (Modified Cassava Flour), Cornmeal (*Zea mays* L.), and Jackbeen Flour (*Canavalia ensiformis*)-Based Analogue Rice as a Functional Food to Reduce Rice Consumption in Indonesia
ANIS SEPTIYANI SHOLICAH, AMIRAHANIN NAFFAH, ISMIRA WIDIHASTUTI, ADIE BAYU PUTRA, ACHMAD RIDWAN ARIYANTORO382

Phytochemicals, Quality and Glycemic Response Fern Red Herbal (*Stenochlaena palustris*)
BERNATAL SARAGIH, HENOCH TEGAR PRAKOSO, ANTON RAHMADI, ASWITA EMMAWATI, ODI FERRY KURNIADINATA391

The Effect of Citric Acid on Teak Leaves Anthocyanin Extraction Process (*Tectona grandis* L.) and The Teak Leaves Extract Proportion to The Physical and Chemical Syrup Characteristics
DEVI DWI SISKAWARDANI, SILVIA KHILMI, IRVAN RAMADHANA PUTRA, RIRIN AGUSTIN, AND SELVY TRISKIANA WISTA398

Bio-briquettes Innovation Co-FES (Coconut Fiber and Egg Shell) as the Eco-Friendly Fuel with Pressure Giving Methods for Indonesian Energy Fuels Challenge
ERIK PRIYANTO, SELVI LUTFIANA PUTRI.....403

Combustion and performance of DI diesel engines using biodiesel of kemiri sunan (*Reutealis Trisperma Airy Shaw*) as a alternative fuels
G. HAMDANA PUTRA, F. A. SETIO BUDI, A. Z. MUHAMMAD FATHALLAH411

Manufacturing Bioethanol from Gadung (*Dioscorea hispida*) through One Stage Distillation Unit
DELI KUSUMA WARDANI, NILA WULANDARI, YUNITA TRI ANDANI, MUHAMMAD ARIFIN.....420

Determination of Optimum Condition on Coal Desulfurization by Electrolysis Method
CHINDYKA KURNIA DEWI, MUHAMMAD MARCO SAYPUTRA, SEPTIANI WULANDARI AND YUDA PRATAMA, AZHARUDDIN,S.T., M.T.....424

Effect of Centrifugation to Inhibit Tea Cream Formation in Concentrated Black Tea
MUHAMMAD RAFIQ, PIYAPORN CHUEAMCHAITRAKUN, THEERAPONG THEPPAKORN.....428

The synthesis of activated carbon based waste mangrove propagule using microwave radiation and its application to adsorb Pb and Zn on electroplating industrial waste
NAILU SA'ADA TURROHMAH, RONI PUTERA MARDA, WIDI ASTUTI436

Optimizing Thermal Cracking Polystyrene: Waste Plastic to Produce Liquid Fuel – A Review
OCI OKTARINI, ADI AGUSTIANSYAH, MUHAMMAD ARIQ PERDANA, MUHAMAD FADIL TAUFIK.....440

A Finite Integration Method for a Time-Dependent Heat Source Identification of Inverse Problem
RAMA LESMANA, AREENA HAZANEE, ANIRUTH PHONON, JARUNEE SAELEE444

A Comparative Study of Green Technology in Cement Industry
RESTU KHOLIFATUL UMMI452

Technology of Catalytic Cracking Pyrolysis for Liquid Fuels Production from Waste Tires Using Acid Zeolite and Silica Catalysts
RIZKA NURDIANTI, REZA ARMANSYAH, HILMAN SAPUTRA, ERWANA DEWI464

Implementation of Spatial Hybrid in Sustainable City Growth in Urban Sprawl Periphery Case Study: Border Area Surabaya with Sidoarjo Regency
DARMANSJAH TJAHJA PRAKARSA, SUKO ISTIJUNTO467

Feeding Habits of Asian Green Mussel (*Perna viridis*): A Case Study from Andaman Sea and Gulf of Thailand
TEUKU HARIS IQBAL, SUKREE HAJISAMAE, SUPAT KHONGPUANG.....480

Content List of Poster

Health Sciences

Description of Documentation of Nursing Care at Inpatient Ward in Banjarbaru idaman Hospital, Indonesia

TRISUSILOWATI, AGIANTO, MINARTI MANURUNG.....486

Education and Social Sciences

Decreasing the Number of Exporting Women Worker from Tulungagung by Using Tourism Package

DWI CAHYANI OCTAVIANI, LOURENZDITA NUR KENCANA DEWI, DESI SUSANTI487

The Dynamics of Chinese Language Studies in Vietnam's Universities

TRAN THI XOAN488

Engineering and Technology

Application of Banana Tuber Flour and Rice Barn Flour in Biscuit Crackers

NOVA SOLINA PURBA, BERNATAL SARAGIH, HADI SUPRAPTO489

Acceptance of Elementary School Children on Tilapia Fish and Sardinella Fish Flour Based Biscuits

SLAMET WIDODO, SAIFUDDIN SIRAJUDIN, FILIANOVA, NAHRIANA490

Establishing and Implementing Good Practices E-Government (A Case Study: e-Government Implementation between Korea and Indonesia)

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ABSTRACT

This academic paper aims to describe the factors that lead South Korea into success in implementation of e-Government. At least there are factors that Indonesia government needs to learn and see South Korea as a benchmark in implementation of e-Government. First, the regulation and laws that needs to be more specific. Second, an integrated communication among governmental agencies is needed. Third, human resources ability in understanding of e-Government concept need to be develops. Fourth, the role of the leaders is the main key of successful implementation in South Korea. Those factors which are also found as a lack in implementation of e-Government in Indonesia makes South Korea can be seen as benchmark for Indonesia in adopting the implementation of e-Government practice in South Korea. The researchers use qualitative methodology in analyzing the data by using literature reviews, journals, annual report and books as a secondary data.

Keywords: South Korea E-Government, Successful Factors, South Korea as Benchmark)

I. INTRODUCTION

South Korea and Indonesia both experienced a long period of colonization. Korea several times occupied by China, and the last colonized Japan (1910-1945) (Hartono, 1987). In the other side, Indonesia being colonized by more than one country, there were Portuguese, Dutch and Japan that colonized Indonesia for approximately 350 years. Both of it born under conditions of cold war between the two countries at that time and as a result both countries face the same fundamental issue of when they have to establish nationhood, build political institutions, economic development and government administration. Until the end of the 1950s, a socio-economic and political South Korea condition is not much different from Indonesia. Since the 1980s, however, South Korea development their economic until its rising outpacing Indonesia, even when both of the countries faces the Asian Monetary Crisis condition at 1977, Korea is much faster in recovering its conditions [1]. Not only restore the economical conditions to its original positions, but also developing several areas such as its politics, government and public policy [1].

Furthermore, Information and Communication Technologies (ICT) can seen as a medicines for curing a nation from distress of corruption, mismanagement governance, inflation, monopolies, business stagnation, illiteracy and so important aspect concerns development and implementation of ICTs for Governance [2]. In this case, South Korea as a leading county in implementing good governance by using ICT [3]. Korea surprised the

world with the development of IT education environment and rapidly extend the information and communication infrastructure and thus also to keep rapidity with multimedia learning environment so that Korea can implement quickly oriented education in pursuit of the constitution that has been changed [4].

Indonesia is left behind compared to others countries in ASIA [3]. Indonesia as a developing country where communication infrastructures are not established yet is effecting the number of people in obtaining the information. The availability of this infrastructure is very pronounced in areas that the process of obtaining information is still limited. Until now, the infrastructure facilities are only located in major cities in Indonesia, but not in remote towns or border areas.

However, Indonesia still needs to learn from other countries in ASIA to developing its ICT systems in the future. There are two reasons why this academic paper in this study has become important which are: *First*, with globalization and modernization infrastructure and technology are important, through a fine infrastructure and technology government will able to communicate in appropriate way, ICT is believed as one way that can be uses by the government in communicating and implementing good government concept especially effectiveness, efficiency and transparency value. *Second*, there are many consideration and potential implications of implementing and designing e-government also its impact on the citizens that need to be considered by Indonesian government to adopt. Therefore, this academic paper will discuss about what are the factors

that made South Korea successes in implementing E-Government and can it become a benchmark in implementing E-Government in Indonesia.

II. THEORETICAL FRAMEWORK

A. E-Government & E-Governance Concept

E-Government is an information technology (ICTs) that being uses by the government agencies [5]. The technologies that government use such as Wide Area networks, the Internet, and mobile computing have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serves a better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. Less of corruption, increased transparency, greater convenience, revenue growth, or cost reductions are the resulting benefits can be (World Bank, 2015). That utilizing the networked systems efficiently to realizing a better quality in the provision of public services (Global Business Dialogue on Electronic Commerce – GBDe).

E-government divided into three specifications: (1) government to citizen (G2C/ C2G), where the citizens are able to access government information and services online; (2) government to business (G2B/ B2G), which allows online interaction between government and the private sector; and (3) government to government (G2G/ G2G), depending on various levels of governmental agencies, to deliver services and allocate responsibilities [6].

E-government which is using information technology, and especially the Internet, a one of government tools in improving the delivery of government services to citizens, businesses, and other government agencies. That also allows the citizens, businesses, and other government agencies to interact with each others.

Government is an institutional superstructure that society uses to translate politics into policies and legislation while governance is the outcome of the interaction of government, the public service, policy and programs that government made [5]. Governance implies the processes and institutions, both formal and informal that acts with authority and creates formal obligations that conducted exclusively by governments [7].

According to UNESCO, e-Governance is the using of information and communication technologies by the public sectors agencies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. E-Governance is a broader concept that deals with a complex relationship and networks within government regarding the usage and application of ICTs where e-government is limited to develop (Sheridan & Riley, 2006).

B. Definitions of Implementation

According to Harsono (2002) in Hadiyanti (2017), implementation is a process for implementing policies into action policy from politics into administration. Development policies in the context of the consummation of a program. Moreover, Setiawan (2004), describe implementation as an expansion of the activities of the mutual interaction between the process of adjusting the goals and actions to achieve them as well as implementing network requires an effective bureaucracy.

Furthermore, implementation is the actions performed by individuals/officials or groups or private government aimed at achieving the objectives in the policy-making. (Van Meter and Van Horn in Wahab, 2001: 65).

III. METHODOLOGY

To analyzing the factors that bring South Korea to succeed in implementation of e-Government, this academic paper used a qualitative method. Moleong in Arizma (2012) qualitative research method is a method of research study that aims to understand the phenomenon of what is experienced by the subject of the research for example, behavior, perceptions, motivations, actions, holistically, and by means of the description in the form of words and language, in a special natural context and by utilizing a variety of natural methods. The research took place both in South Korea and Indonesia since it is a comparison study of South Korean and Indonesia in e-Government practices in 2014.

Researchers using secondary data from various sources that required to answer the research question. The data that being use in this research is a secondary data in form of books, journals, websites, and other literature that can explain about e-Government status both in South Korea and Indonesia.

IV. ANALYSIS

C. ICT in South Korea

South Korea and Indonesia both experienced a long period of colonization. Both of it born under conditions of cold war between the two countries at that time and as a result both countries face the same fundamental issue of when they have to establish nationhood, build political institutions, economic development and government administration. Until the end of the 1950s, a socio-economic and political South Korea condition is not much different from Indonesia. Since the 1980s, however, South Korea development their economic until its rising outpacing Indonesia, even when both of the countries faces the Asian Monetary Crisis condition at 1997, Korea is much faster in recovering its conditions [1]. Not only restore the economical conditions to its original positions,

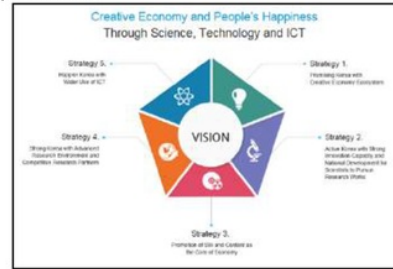
but also developing several areas such as its politics, government and public policy [1].

Public sectors are viewed as a rigid establishment with poor service quality and inefficient operations [9]. However, many citizens are becoming increasingly demanding on improved public services. The evolution of capabilities is influenced by the pacing of experience (Eisenhardt & Martin, 2000). If capabilities are developed too soon, people can be overwhelmed, as their ability to absorb new information is limited (Cohen & Levinthal, 1990). Based on that reasons its forces the governments to re-think their existing modes of operation to establish new strategic that initiatives and evolutionary for the public sectors operation based on the current situation nowadays which is fast-moving and competitive environment [6]. By analyzing the environment and evaluating existing capabilities, governments can develop their strategic [10]. Using technology as a resource and better alignment between technology and business processes would help to achieve sustainable competitive advantage for organizations for the long period [11].

Information and Communication Technologies (ICT) have been seen as a miracle medicines for curing a nation from distress of corruption, mismanagement governance, inflation, monopolies, business stagnation, illiteracy and so important aspect concerns development and implementation of ICTs for Governance [2]. In this case South Korea is leading in implementing good governance by using ICT. Korea surprised the world with the development of IT education environment and rapidly extend the information and communication infrastructure and thus also to keep rapidly with multimedia learning environment so that you can implement quickly oriented education in pursuit of the constitution that has been changed [4].

With imagination, creativity, science technology and ICT, the Ministry of Science, ICT and Future Planning (MSIP) is leading the South Korea's industrial innovation while reviving industries of new growth engines and hope. As Korea is undergoing successful industrial development and information, MSIP is concentrating on spreading the power of industries under the new vision of creative economy, and promises to open a new possibility for tomorrow based on international cooperation with our endless passion and cheerful global spirit. By implementing 5 strategies, MSIP aim to achieve its vision which is to build a country where everyone is happy [13]. It cuts costs and delivery times for the government and simultaneously becomes a tool and balances against the government. The e-government in short is tool governance - transparency, participation, regulations and accountability [2].

Fig 1. Ministry of Science, ICT and Future Planning (MSIP)'s Vision



Source: <http://msip.go.kr/>

Based on thus 5 strategies that are made by Ministry of Science, ICT and Future Planning (MSIP)'s Vision, The first strategy is *Establishment of Creative Economy Ecosystem*, in this strategy MSIP is promising Korea with creative economy ecosystem using 5 techniques; (1) to build the Republic of Korea full of creative ideas and talents by make national movement of “imagination”, cultivation of interdisciplinary science talents, cultivation of ICT professionals; (2) to translate creative ideas into commercialization and entrepreneurship by making a strong commercialization capacity of university and gov-funded research institutes, and support for commercialization of people's ideas; (3) to make new industries and jobs and strengthen existing industries by utilizing S&T and ICT, promoting of internet- related industries, and nationwide information; (4) to support local industries to grow into industry-academia-research community by development of local specific industries, cultivation of local industries specialist, establishment to start up ecosystem infrastructure and stronger role of local community; and (5) to create, protect, utilize intellectual properties by creating high values-added IP, advancement of IP protection system and maximization of use on IP and proper compensation.

The second strategy is *National Research Development & Innovation Reinforcement*. In this strategy MIP aim to build an active Korea with strong innovation capacity and national research development for scientist to pursue research works by using 4 techniques; (1) to strengthen the fundamental of creative R&D with future oriented Strategic R&D by open R&D plan, R&D Investment, and improving assessment; (2) to foster promising future growth engine through smart approach by development of future core technology, i.e., stem cell, brain research, nano-materials and clean energy, space powerhouse with independent technologies, and possession of radiation medical technology & development of nuclear power technology; (3) to cultivate government funded research institutes into world's best research institute by Re-establishment the

role of government-funded research institutes (focus on large-scale, public, original technologies, and larger proportion of project support fund in government-funded institutes major project fund), establishment of stable research environment (focus on better working environment of non-regular workers, and improvement project based system), and spread of research performance (focus in business activities of research institutes, and expansion of SME technology transfer); (4) to build research-friendly society for scientist and engineers by doing expansion of reception rate or S&T pension fund, beneficial to patriots and veterans in S&T and implementation of related laws, job creation through promotion and support for cooperative association for scientist and engineers, cultivation and support for female scientist and engineers, and operation of support center for retired scientist and engineers.

The third strategy is *Promotion of SW and Content as the Core of Economy*. With main idea of 1+1 amount to ∞ , MSIP using 4 techniques in pursuing it; (1) to foster SW, the language of the 21st century (SW education programs for elementary and middle schools/ On-site SW education for universities and companies, SW-local industry convergence/ SW Convergences Cluster for job creation, SW core technology development, SW research activation, and foundation for fair trades of SW); (2) to go global with Korean-style content by cultivation of Korean-style content, sharing and utilization of original source, and project for shared growth/ calls for participation of content SMEs; (3) to remove regulatory barriers among media industries and nurture new convergence service by make a better regulations on technology convergence service, cutting-edge broadcasting service, and promoting of smart media and advertisement industry; (4) to build world's best network to provide fertile soil for C-P-N-D ecosystem by on setting of nationwide Giga internet era (ensure 90% penetration rate of 1 Giga internet by 2017, promoting of the world's 1st 10 Giga internet service/ tech development by '13, beta service by '14), more free WiFi zones (ensure 90% penetration rate of 1 Giga internet by 2017 from 2000 place into 10000 places), infrastructure for next-generation mobile telecommunication (development of wireless internet service up to 10 times faster than LTE/Spectrum auction for 1.8/2.0 GHz bands).

The fourth strategy is *International Cooperation and Globalization*. To make strong Korea with advanced research environment and competitive research partners with 3 techniques; (1) to secure leadership in the global community; (2) to develop international science business belt into a global research base for basic science by research environment that promotes creativity of global researchers, improving Future Nobel Laureates in Science Research, and effective business commercializing basic science research outcomes; (3) to expand the scale of K-

move by make a strategic post for advancing into the global market (establishing responsible office for supporting venture companies and increasing the number of IT support centers abroad), Korean ICT talents in the global job markets, Global K-Startup (supporting globalization by encouraging investment).

The fifth strategy is *Happier Korea with Wider Use of ICT*. To achieve this strategy MSIP use 4 techniques; (1) to use ICT as tool to resolve social issues; (2) to reduce household communication cost; (3) to build a safe and convenient internet environment; and (4) to deliver happiness through post office network.

From the 5 strategies we can be concluded that MSIP in doing its work focus on the infrastructure (education and technology) to build a world's best infrastructure. By performing a variety of ways to improve education from primary school to university, doing a variety of investments to the world of research, and provide adequate facilities and security for scientists and engineers to create a better human resources to be a professional in its own specialties will build a strengthen the process to achieve its goal. Also, putting the right person in the right place to make it efficient and effective is one of its focuses. According with the mindset of Korean who always does everything quickly set out in the strategy conducted by MSIP, which is also one factor that makes Korea so could be in the top position in the area of ICT [1].

It can be seen that South Korea government focus on several factors in the implementation of e-Government. *First*, South Korea government paid a lot of attention in infrastructure. *Second*, South Korea government allocated a lot of budget for education by providing fully funded programs for research and education programs.

According to Klievink and Janssen (2009) there are four stages models in improving public service delivery stage by stage [14]. In which a higher levels of customer orientation require higher levels of flexibility because a unique business process can be required for each request, crossing many organizations and departments. The four stages models are;

1. *Stovepipes*: Few applications, services or products are interconnected, and information is not shared.
2. *Integrated organizations*: Service delivery and IT within organizations are integrated to create a one-stop shop at the organizational level. There are hardly any inter-organizational business models.
3. *Nationwide portal*: A nationwide portal is introduced to provide access to existing products, including a digital safe. The digital safe can be used to provide government organizations with access to information when their services and products are requested.
4. *Inter-organizational integration*: Clearly defined and standardized cross-agency services are bundled and integrated, and can be requested as virtually one service via the portal.

1. *Convergence Law* Convergence applications and services every sector (broadcasting, telecommunication, internet) regulated by separated law and will using one licensing approach and should be integrated by develop convergence law,
2. *Infrastructure*; telecommunication infrastructure need to be upgrade to introduce convergence application and upgrading only could be done by expanding capacity of access and backbone in several cities.
3. *Content and application*; digital access channel that able to access by the citizen in easy way,
4. *Local Industries*; the involvement of local industries in development of the program,
5. *Cyber Crime*; Indonesian still facing carding case on online transaction and misuse of information to manipulate business and transaction,
6. *Free Flow Information*; focus on how to enrichment domestic cultural (way of life) with global information where pornography still a one of big issue,
7. *Children and women protection*; abuse of child and woman on internet and human transaction on internet is another issue that Indonesia government need to face.

In addition to various those poor conditions as described above, the development of e-Government in Indonesia is proof that an understanding of the potential of telecommunication particularly is still low. This poor condition happens at all levels, both in the bureaucracy and private. Utilization of e-Government to reduce the occurrence of events of fraud, criminal, until the terror that originated from identity fraud such as identity cards and passports are still not showing signs of improvement. Similarly, the various cases of smuggling and abuse of customs documents is even more prevalent and increasingly advanced modes of operation.

Therefore, the implementation of e-government that are not supported by an adequate infrastructure, a lack of understanding, vision and mission that inconsistent and not conducive regulatory rules and policies across sectors has made the achievement of the e-government program Indonesia is still in the early stages.

E. South Korea e-Government Practice as a Benchmark for Indonesia e-Government

Since computer skill education and Internet was first introduced in Korea in 1970, the Korean government has established an adjustment effort in education, over the time. Plans to adapt ICT in education in Korea began in

July 1970, in early 1999 the country through the Framework Act provides policies to promote ICT and in July 1996 formed Enforcement Plan to adapt education in understanding the progress of time. When the Korean government established a "Cyber 21" and "White Paper" of the government is hoping that when he graduated from school students have been confident and creative in the use of new Information and Communication Technology and understood as a technology in social life (Ministry of Science, ICT and Future Planning (MSIP) of South Korea).

According to MSIP, development of infrastructure for ICT facilities in the Korean government began to use in 1997 and has been used as the Three Annual Plan for ICT Infrastructure Construction of the period 1997 - 1999. This then has changed to the Comprehensive Plan for ICT Use Elementary and Secondary School for the period 1998 - 2000 out of 1998. The policy had been changed back, and the last one is to be a Five Year Plan for Education Development for the period 1999-2003.

From thus data, it is proving that South Korea government is a few steps ahead of Indonesia. With the development of the ICT sector, South Korea improve infrastructure related information and technologies, expand the sales network via the Internet, high speed and high capacity networking systems, prepare regulations to encourage private sector participation, competition in the market, issues related to labor and also techniques privatization optimal, In 1998 the government carried out the privatization of companies such as Korea Telecom, Korea Electric Power Corporation and Korea Gas Corporation. Korean ICT development target in 2014 is to reach the level of internet connection household sector amounted to 8% or 30% of the entire population.

Key of the success of South Korea related infrastructure is how they identify the infrastructure to support the economy in accordance with the Five-year Development Plan. Besides that the role of leaders and policy makers in the implementation of the strategy that has been set and also in the allocation of resources that create coordination among ministries and also cooperation in developing infrastructure related policies. Seoul- Busan road developments is a cornerstone of industrialization in South Korea and makes a key contribution in the growth of the Korean economy. Another thing is the key to the success of Korea is the diversity of sources of funding for infrastructure that does not only come from the government budget.

When the government sets the focus of the economy is exports, the whole strategy developed is directed to support exports, and infrastructure is an important factor. One of the things that inhibit Indonesia's economic growth is the lack of infrastructure and poor infrastructure. In terms of infrastructure Indonesia ranked 98 while Korea is ranked 11 (WEF, 2015). The

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