# THE IMPLEMENTATION OF E-GOVERNMENT AT  LOCAL GOVERNMENT IN MAGELANG CITY 2017
## (Case Study: *Magelang Cerdas* Application)

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**Abstract**

The development of information and communication technologies have an impact on every aspect of life, especially in government service. Magelang city is a city that became the city experiment in the development of e-government systems at the local level. This study aims to determine how is the implementation of e-government in the city of Magelang through *Magelang Cerdas* application.

The method used in this research is descriptive qualitative with collecting data through in-depth interviews and document data. There are two aspects to be a reference to researcher, namely e-government (support, capacity, and value) and the type of data in study which are formulated based on primary and secondary data sources.

The results showed that Magelang city government support the development of e-government system as written in mayor regulation. Magelang City Government successfully developed e-government systems which has excellent views of the integration between regional organization. *Magelang Cerdas* application can improve the performance of public services. It can be seen from the stage of completion of the license application and the resolved public complaints. *Magelang Cerdas* application can facilitate the public in dealing with related licensing administration as seen from the increase in users of the application.

**Keywords**: E-Government, *Magelang Cerdas* application, Magelang City.

## 1. Introduction

The rapid development of technology can meet the needs of information very quickly and accurately. The current technology has been widely used in various fields, whether in business, government, healthcare, education, and many other sectors. E-government is the utilization of information, communication technology, and internet network which also can transform relations with citizens, business sector, and other government agencies (TW Nugroho, 2017).

In 2003, the government issued Presidential Instruction No. 3 of 2003 as a continuing effort to support the implementation of e-government in order to improve the quality of service to the community, especially information services and to establish good governance. The growth of internet users continues to increase which was recorded in 2017, around

143.26 million people are connected on the internet. It can be an opportunity for the government to integrate administrative services to the digital service so that the service is quick and efficient in which it will affect public services running optimally.

**Percentage of Household Members aged 5 years and above according to the Characteristics and the use of Information Technology during the Last Three Months, 2019**

| Characteristics | Using Cell Phones (HP) / Wireless or Computers (PC / Desktop, Laptop / Notebook, Tablet) | Access the Internet (including Facebook, Twitter, Whatsapp) |
|---|---|---|
| Male | 85,44% | 73,31% |
| Female | 80,66% | 65,56% |

Source: Public Welfare Data Statistics of Magelang, Central Bureau Statistics of Magelang, 2019

Public welfare data statistics of Magelang in 2019 stated that 85.44 percent male and 80.66 percent female in Magelang been using a mobile phone, computer, laptop, or tablet. It can be calculated on the average that about 83.05 percent of the people in the town of Magelang have been using mobile phone technology and others. Then in the category of internet users, the data showed that 73.31 percent of men and 65.56 percent of women in the city of Magelang have accessed the internet. From these data, it can be concluded that 69.36 percent of the people of the city of Magelang have enjoyed internet services.

With this data, it can be said that the application of e-government programs in public services needs to be implemented so that services become more effective and efficient. The government of Magelang city is committed to develop e-government as an effort to improve service to the public in the administration system. One form of the policies is being enforced in the development of services using information and communication technology (ICT) named *Magelang Cerdas*. With this application, it is expected to be a starting point to develop a smart city in Magelang city in order to get easy access of services to society which is offered by the government.

## 2. Research Method

In this study, researcher used a qualitative approach which means the approach taken by the researcher through the data in the form of text interviews, data fields, personal documents, records and other supporting documents relating to this study. qualitative approach is an understanding of the investigation process which is based on separate methodological traditions that explore a social problem or a human. It is also an effort to build complexity, holistic picture, the word study - said, present a detailed report from native speakers, and study in a natural state by researcher (Ghony & Almanshur, 2016).

In data collection technique, researcher use interview and documentation technique. The interview was conducted to Chief of Informatics Technology Division, Section Chief of Information Technology and Data Development, Programmer Technical Staff in Department of Communication, Informatics and Statistics of Magelang city. And for documentation technique was conducted official documents from the Department of Communications, Informatics, and Statistics such as regulation of development of *Magelang*

*Cerdas* application, the standard operating procedures of *Magelang Cerdas* application, and evaluation report.

The researcher used primary and secondary data. Primary data in this study is all the information regarding the implementation of e-government in the city of Magelang through *Magelang Cerdas* applications which are sourced directly from the source at the study site which made the object of research. Then secondary data in this study were obtained from the internet, journals, books, archives and directly from related parties that related to the subject of research.

## 3. Result and Discussion

### 3.1 Implementation of E-Government through the *Magelang Cerdas* application

Based on the research that has been done on the implementation of e-government in Magelang through *Magelang Cerdas* application can be seen based from three elements, namely, Support, Capacity and Value (Indrajit, 2002; Nugroho SA, 2017), as follows:

### 3.1.1 Support

#### 3.1.1.1 Regulation as a Legal Basis in Implementation of E-Government

The government's commitment to the development of e-government to improve public services can be seen from the decision of Mayor Regulation No. 51 year 2019. Mayor as head of government would have a strategic role in determining the success in implementing the policy. This certainly will not be successful if the leader of the government is not committed to serve their communities. Through regulation of the mayor, it can be understood that the development of e-government to improve the quality of public services has received the full support of the government of Magelang city.

#### 3.1.1.2 The Inclusion of E-Government Development in Magelang city Development Planning.

The Magelang city government in providing support to the e-government development program also contained in the Local Government Medium Term Development Plan for 2016-2021. In the preparation of local development plans, Magelang city government as the provider of public services to the community load of e-government programs in development plans. In the 2016-2021 Magelang city development planning, it also mentions the construction of hot spots in public open spaces. It is important because the demand for internet access for the public is very massive. With the planning development of hot spot areas in the public open space area in 2015 and has already been realized beyond the target, it can be said that the support of the Magelang city government in implementing e-government in public services is real.

Through the *Magelang Cerdas* public can access government-organized service needs of Magelang without having to visit the office or agency concerned. there are at least 26 regional organization which is already integrated into *Magelang Cerdas* in 2020. Therefore, people can utilize these applications to all public services, and all will be given the appropriate response and follow-up their respective duties of government agencies in accordance

with the rules of working hours which has been set.

### 3.1.2 Capacity

### 3.1.2.1 Availability of Sufficient Financial Resources

The first level is the preparation stages, at this preparatory stage, Magelang city government in its efforts to develop integrated e-government in Magelang do some preparation related funding in the development of e-government integrated with Magelang. the procurement budget of Magelang city government contained in e-government development costs already covers all technology-based government services.

### 3.1.2.2 Availability of Information, Communication and Technology Infrastrucre

The procurement for infrastructure and facility infrastructures needed in the development of e-government in the city of Magelang is not only done by the government alone but also involves the private sector and others related to the service.

### 3.1.2.3 Availability of Human Resources

In term of human resources are the provision by the recruitment of human resources in the preparation of experting in engineering information and experience. Qualifications acceptance are namely system analysts, programmers, and database administrators. The admin responsible sector departments who are integrated with *Magelang Cerdas* application consist of 56 personnel. Those include three personnel placed at the Department of Communications and Information Technology as the main admin and 53 personnel as admin on the regional organization in local government in the neighbourhood of Magelang city.

### 3.1.3 Values

### 3.1.3.1 Requirements

Based on Indonesia's Ministry of Administrative and Bureaucratic Reform Decision No. 15 of 2014 requirements are (documents or goods/anything else) to be met in the maintenance of a type of services, both technical and administrative requirements. Terms of service as an obligation that must be met, in the process of service

delivery under the provisions of the legislation. It includes documents or goods/something else, depending on the needs of each type of service.

The requirements referred to in an indirect service had been described from the service procedure that must be filled by the public when using the service through the application of *Magelang Cerdas* application. Technically in the utilization of such applications, the public will be asked to fill the needs of the information required by related organizations in meeting the needs of society.

### 3.1.3.2 Service Procedures

Procedures or stages of the use of service in *Magelang Cerdas* application on android phone is the first we can download or get it for free on the Play Store app in android smartphone. Once downloaded the application will appear, Then after the main menu flickered on *Magelang Cerdas* application, people can choose what has required service menu consisting of Information compiled, among others; News of Magelang, Important Telephone, Healthcare, Economic Services, Travel, Education Services, Tax Services, Service Licensing, Service Statistics, Public Services, CCTV, Gallery, Nearby, and Event.

### 3.1.3.3 Completion Time

In public services, the services provided must be better. This will increase the efforts needed to meet or exceed the expectations of the community as recipients of services under the requirements of needs. *Magelang Cerdas* application services conducted by the Magelang city government as one of the efforts that must be presented to be able to get community interaction starting from complaints. Complaints and appreciation from the public can be given directly to the government bridged by technology-basis.

### 3.1.3.4 Service Charge

The implementation and the use of services of *Magelang Cerdas* application which the community does not require any fees. Only the use of the application and licensing services will be adjusted to institution policy. It can be seen in each form of submission administration or licensing required by the community.

### 3.1.3.5 Product Services

Service products are the results of services provided and received following the stipulated conditions. It may in a form of goods, services and administration products which is given and received by service user in accordance with the regulation determiened. The process of product identification services could be performed based on the output generated from each stage of the service. In preparing the product, the government's services of Magelang city have priority to the major needs of the community. It is conducted because the Magelang government realize the limitations of its resources in the form of financial, technological and human resources.

### 3.1.3.6 Complaints Service

This service provides convenience and quickness for people who wish to report or provide any complaint about around Magelang city. One form of the renewal of the service innovation is the *Magelang Cerdas* application that allows people to complaint through android smartphone. Innovations on *Magelang Cerdas* application service complaint system exists in various channels in the application to avoid overload. It provides the public in the pit by giving opinions and even provide comments and suggestions to the government.

Precisely, it is designed to assist communities in bringing more useful government services. All the complaints and aspirations given by society will always be responded and given a proper follow-up. Considering the complaint channels on *Magelang Cerdas* application, it has several admins who have the capability to respond and follow-up the complaints and aspirations directly from complaint channel given by people.

## 4. Conclusion

E-government is one of the new government programs or services following the current state and condition of technology so that it makes services in government effective and efficient. It is crucial considering the need for effective and efficient services has become a necessity for the community as service users.

The conclusion in this study declare that the implementation of the

e-government system in the *Magelang Cerdas* application has succeeded in improving the quality of public services in terms of the level of licensing requests made by the community. In addition, the success can also be seen from the resolution of public complaints reported to the application.

## 5. Suggestions

As for suggestions that can be given by the researcher based on the research has been carried out are as follows:

1. There is a need for education and training as well as individual supervision to enhance human resource capabilities in order to provide better public services in the future.

2. There is a need for intense socialization in order to increase the users, to acknowledge the people and take advantage of the *Magelang Cerdas* service applications properly.

3. There is a need for further research in order to investigate the perception of people's satisfaction on the implementation of the e-government system in order to complete the *Magelang Cerdas* application study comprehensively.

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