

# The Effectiveness Of Public Services Through E-Government In Makassar City

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**Abstract:** The purpose of this research to examine and analyze the effectiveness of public services through the application of Government Electronic systems (e-government) this type of research is descriptive qualitative. Data collection techniques used is observation, interviews, and documents. The results showed that in general, the implementation of e-government in the Makassar city was considered good enough and had a positive influence on improving the effectiveness of public services for the people of Makassar city. Supporting factors that support the implementation of e-government are in addition to the support of human resources that manage e-government is getting better, the political will of the city government, especially the mayor, is very supportive of the implementation of e-government. In terms of the community as a service user, although there are still complaints sometimes, due to miscommunication and technical problems caused by the limitations of the community, the efforts of socialization and evaluation continue to be carried out by the Makassar city government.

**Index Terms:** Effectively, E-Government, Public Services, Indonesia

## 1. INTRODUCTION

State service to citizens is a mandate stated in the 1945 Constitution and clarified in Law Number 25 of 2009 concerning Public Services. The Law on Public Services regulates the principle of good governance so that the function of government is useful. Public services are carried out by government agencies to strengthen democracy and human rights, reduce poverty, improve environmental protection, utilize natural resources, and deepen trust in government and public administration. Previously, various government-owned public service providers received much criticism directed at improving the quality of public services. Government institutions always seem troubled in providing public services. An arrangement of identity cards, building permits, difficulty in obtaining comfortable and quality education services, health services not affordable by most people, and so on, are examples of lack of public services by the government. So far, many bureaucrat behaviors are more traditional and even feudalistic. A feudal culture like this fosters a culture of nepotism so that the interests of the community should equitably exclude by proximity or kinship (Yusriadi, 2018b). The utilization of Information Technology is declared optimal if it produces efficient public services in terms of cost, time, and energy (State Ministry, 2009). The government faces a variety of bureaucratic obstacles, starting from legislation, central and regional policies, to organizational structures and work procedures that are not easy to change or improve. One form of innovation in public services, e-government is expected to be able to answer various solutions to problems of public service in the community, such as service time, comfort, and certainty.

In South Korea, online visa registration will receive special services, while those who register manually, it will take a long time to process. That citizen is more attentive and uses government service facilities online. Also, to improve effectiveness and efficiency in public services to the community, in general, the more online services available, the higher the impact on e-government. As such, e-government requires criticism of e-citizens and e-businesses to produce a sustainable effect beyond government transparency and internal efficiency. Changes are beneficial for government work processes as a result of effective technology-based reforms, such as the following: 1) The government work process uses paper to be electronic-based documents; 2) Procedure oriented work units towards service-oriented procedures. 3) Management of work unit information, many duplications, and wastage between different parts switching to integrated information resource management using general standards and characterized by convergence. The vision of Makassar City by implementing e-government makes Makassar a city of the world comfortable for all. Achieve this vision; a smart city is needed to strengthen the implementation of e-government. Important so that the Makassar City government will progress with various concepts of innovation in creating an effective, efficient, and transparent system of government work. This research focuses on the extent of the effectiveness of public services through the implementation of e-government in the city of Makassar, using indicators of work processes, service procedures, and human resource management.

## LITERATURE REVIEW

E-Government generally defined as the application of information technology to improve the performance of traditional government functions and services. More specifically, is the use of digital technology to transform government activities that aim to improve effectiveness, efficiency, and service delivery. The purpose of e-government is to deliver more effective government services to the community. Service is an activity provided by a person or organization to meet the needs of a person or customer of an organization. Support the success of services and improve the quality of services, a service management procedure is needed. (Sufianti, 2006). According to Kompasiana.com (2012), almost every citizen will deal with government agencies for public administration. Various population

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documents and business documents require citizens to interact with government officials in multiple institutions. One of the problems that have identified as one of the sources of the problem is the mode of public service delivery that is by and large, highly decentralized (Yusriadi, 2018a). In the context of public services, effectiveness demands professional behavior from civil servants. When an apparatus is not able to carry out their duties and functions effectively, it will undoubtedly harm organizational performance. The concept of the effectiveness of public services interpreted as a standard measure in assessing the successful implementation of public services. Some experts have defined the idea, according to Emerson, quoted by Soewarno (1996) that the effectiveness of public services is a measurement in terms of achieving predetermined goals and objectives. Siagian (1997) is the effectiveness of public services means the completion of work at a predetermined time, meaning that the implementation of a task is judged to be good or not very dependent on the end of the job with a predetermined time.

## RESEARCH METHOD

This type of research is descriptive research, which is a study that attempts to describe a phenomenon systematically by the conditions as they are. The focus of the study is the analysis of the effectiveness of public services through e-government based on indicators of work processes, service procedures, and human resource management, research location of the city of Makassar. The Data Sources are primary data and secondary data, which obtained through interviews, and documentation. The technical data analysis that widespread uses are the analysis of interactive models (interactive model of study) with the following steps: Data reduction, data presentation, and stages of drawing conclusions and data verification.

## RESULT AND DISCUSSION

In this discussion, indicators that are considered necessary for assessing the effectiveness of public services through the implementation of e-government are work processes, service procedures, and human resource management.

### 1. Work Process

Determine the effectiveness of the implementation of e-government in the city of Makassar, one of the most certain indicators is the work process. Based on the results of interviews with several informants, it can conclude that the government work process with e-government based has been proven to be able to provide different results as follows: a) increased accuracy, meaning that the reporting system between the regional and central government becomes well connected. b) the use of a shared database, the exchange of information between agencies to improve efficiency; c) Digitalization in documenting government agencies and movements towards paperless government operations; d) The e-document exchange is expected to be able to guarantee the efficiency, security, and reliability of government administration.

Based on the explanation of Mayor, Ramdhan Pomanto that "in Makassar city, technology-based innovation can found in the form of Makassar War Room (Service Control Center,

City Monitoring, Data Center), Makassar Care & Rescue Center, SIMAKDA and SIMBADA, Makassar Dottoro'ta (Homecare with Tele-Medicine), and others. All of that is to make it easier for the government and community members to access needed information and public services". In principle, e-government is very helpful in terms of efficiency, transparency, and accountability in government by reducing transaction time and eliminating excessive layers of bureaucracy. Also, e-government helps build trust between the government and the community because e-government can increase direct interaction between government offices and the city, and make information universal and free.

### 2. Service Procedure

From the service procedure indicators, based on information from several informants, it can be concluded that in general, the e-government-based service procedures are going well, for example, a program that has been running in 11 Panakukang sub-districts has innovated in serving residents population administration. When residents want to make a Citizenship Identity Card, Family Card, Birth Certificate, Death Certificate, and Certificate of Inadequacy, and so on, they can serve online. Service procedures, starting from recording and collecting data to referral letters, certificates, and delivery letters made electronically; the data is stored safely and entirely on the telecommunications server. Based on the results of interviews with the Mayor of Makassar, that the implementation of e-government has been carried out in all sectors, for example, the health service, integrated e-health center health services, and Makassar City Health Service, so that through this service patients can register online using NIK (Number Population Identity) before coming to a particular community health center. Electronic services for public health centers make it easy for the Health Office to monitor public health data. Also included is the information service system of public health centers and hospitals that can control the needs of drugs and medical devices online, another example, the education office where all databases of students and teachers and other education personnel are connected online. In terms of service procedure indicators, the implementation of e-government has proven effective in implementing public services to residents of the city of Makassar. Although some informants from the community said there were still technical obstacles in the use or access of information technology-based services, they appreciated the innovation of the Makassar city government in efforts to fulfill public functions for the community. Accountable public administration must support by professional human resources, high public trust, and good cooperation with other parties (Sahid, 2016). According to some people, that not all sub-districts in Makassar City fully implement e-government, most important, that socialization and education to the community must continue to carry out so that this information technology-based public service can felt for all layers of the city of Makassar. In Indonesia, E-Government innovations implemented in recent years (Yusriadi, 2018c).

### 3. Human Resource Management

Indicators of human resource management in supporting public services are fundamental. About the implementation of e-government, local governments need the support of information technology infrastructure and adequate human resources to handle those needs. The increase in human

needs has always followed this improvement (Smith & Akib, 2015). The summary of interviews with several informants that human resources play an essential role in technology-based data and information management at the Makassar Mayor's office is a workforce recruited with expertise in the field of knowledge that can develop and maintain information technology infrastructure. Some of them have received specialized training in the field of e-government. According to an informant, training for managers of e-government in the Makassar Mayor's office was in the form of technical guidance carried out by the Makassar City Government for employees in the Makassar city government, which up to 12 times have implemented. Human resources, information, and finance for program implementation were adequate (Farida, Bustamin, Wagiyanto, & Salam, 2017). Empower all components of government bureaucracy (institutions, management, and human resources) to become a professional government apparatus. In this connection, you must first understand that reform of our government bureaucracy is not in the sense of totally replacing, for example, by immediately replacing all or most of the civil servants that is with a new one (Yusriadi, Sahid, Amirullah, Azis, & Rachman, 2019).

## CONCLUSION

From the results of the discussion, the following points can conclude: The effectiveness of public services through e-government technology in the city of Makassar proved to be quite capable. Based on three indicators, work processes, service procedures, and human resource management show that the Makassar city government has demonstrated significant commitment and attention to meeting the needs of its citizens. Public services for Makassar residents are easily accessible. Population services, education, health, licensing, and others can be said to be adequately accessed, to minimize public service problems. Although it cannot be supposed to be perfect, the innovation of public services carried out by the Makassar city government is a running process and must have the support of all stakeholders in the city of Makassar. The educative role is the active involvement role of social workers in the process of implementing all planned activities together with the target group according to their needs (Misnawati, Hasbi, Rasyid, Yusriadi, & Zulfiqar, 2019).

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