

## E-Government Interoperability in Public Services in Maros Regency

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### Abstract

*Substance interoperability e-government in Maros Regency is a necessity due to the demands of the times in the era of digitalization. This is supported by the commitment of the central government which is committed to prioritizing excellent service to stakeholders in various aspects. Therefore, it would be naive if the local government did not provide full support for the program e-government Central government. The type of research used is phenomenological and qualitative approaches. The data collection method used was triangulation, namely: survey, interview, and document analysis. Data analysis using data collection, condensation data, data presentation, verification and drawing conclusions. The results of the research show that Maros Regency has 1) Commitment to implement e-government public service and show that enough to get a response from stakeholder. However, HR still faces technical obstacles in implementing Information Technology. However, from the aspect of communication patterns it is quite intense, while 2) Optimization e-government public services show that measuring the degree of interaction created by a structured system by publishing patterns for interacting and transacting via digital. However, the realization is not yet optimal because in reality several services provided by the government still use manual methods such as the process of making KTPs, birth certificates, family cards, etc.*

**Keywords:** Interoperability, e-government, Public Services.

### INTRODUCTION

Urgency Public service is felt by every person in any part of the world. Therefore, someone cannot be separated from public service matters. Starting from population administration issues, health, education, and other livelihood matters. In Indonesia in general, the 1945 Constitution has mandated the state to fulfill the basic needs of every citizen.

Regarding public services, in accordance with Article 1 Paragraph (1) of Law Number 25 of 2009 concerning Public Services, it is stated that Public Services are activities or series in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. Based on this understanding, the fulfillment of public service activities has been regulated based on regulations made by the government with the main aim of meeting the basic needs and welfare of the community.

During the leadership of the 6th President of the Republic of Indonesia, DR. H. Susilo Bambang Yudhoyono, Law Number 25

of 2009 concerning Public Services has been released which has 4 objectives, namely providing clear boundaries and relationships regarding the rights, responsibilities, obligations and authority of each party in providing public services, realizing public services based on good governance and corporations, fulfilling public services that comply with statutory regulations and provide legal protection and certainty for the public in public services. In more detail, the Law regulates the rights and obligations of both organizers and users of public services. There are at least 12 obligations of organizers in providing public services that must be fulfilled. One of them is carrying out services according to service standards.

Service standards are benchmarks used as guidelines for administering services and as a reference for assessing service quality as an obligation and promise of providers to the community in the context of quality, fast, easy, affordable and regular services. The existence of Law Number 25 of 2009 concerning Public Services certainly provides direction to all service providers, including state administrators, BUMN, BUMD, BHMN to

private companies and individuals, to provide standardized services by meeting standard service components.

Every public service provider is obliged to fulfill 14 components of service standards which include: 1) Legal basis, statutory regulations which form the basis of service delivery; 2) Requirements, requirements that must be fulfilled in managing a type of service, both technical and administrative requirements; 3) Systems, mechanisms and procedures, standardized service procedures for service providers and recipients, including complaints; 4) Completion period, the time period required to complete the entire service process for each type of service; 5) Fees/tariffs, fees charged to service recipients in administering and/or obtaining services from providers, the amount of which is determined based on an agreement between the provider and the community; 6) Service products, the results of services provided and received in accordance with established provisions; 7) Facilities, infrastructure and/or facilities, equipment and facilities needed to provide services, including equipment and facilities for vulnerable groups; 8) Executor competency, the abilities that the executor must possess include knowledge, expertise, skills and experience; 9) Internal supervision, control carried out by the work unit leader or direct supervisor of the implementer; 10) Handling complaints, suggestions and input, procedures for implementing complaint handling and follow-up; 11) Number of executors, availability of executors according to workload; 12) Service guarantee which provides certainty that services are carried out in accordance with service standards; 13) Guarantee of service security and safety in the form of a commitment to provide a sense of security, free from danger and risk of doubt; and 14) Evaluation of implementation performance, an assessment to find out how far the implementation of activities meets service standards.

This public service standard component is designed to provide the widest possible access to information to the public so that it is easier for people to access basic services that

lead to community welfare. In addition, by fulfilling these service standards, mal administrative actions such as illegal levies, procedural deviations, protracted delays and so on can be minimized which are opportunities for acts of corruption. The existence of public service standards provides open access to information to the public so that in a service both requirements, procedures, costs and time periods can be measured and known to the public without experiencing confusion and requiring public supervision in its implementation. By fulfilling these public service standards, the hope is to make Indonesia a welfare state that can fulfill basic needs as a form of mechanism for equalizing existing disparities.

In line with this, the Law also regulates 9 rights of the public/users of public services. One of them is that the public has the right to supervise the implementation of public services. This right provides provisions for the community to monitor and control the implementation of public services. Even without regulating these rights, the function of supervising public services is actually attached to the community. This is because the source of financing for public services provided by the government is the result of taxes paid by the public so that the public automatically has a share and role in the implementation of public services.

The development of e-government is the government's effort to create a more structured, effective and efficient government work system. Furthermore, the implementation of e-government is expected to help increase interaction between government, society and business thereby encouraging political and economic development (Istiyanto & Sutanta, 2012). Initiatives regarding e-government development in Indonesia have been regulated through Presidential Instruction No. 6 of 2001. In this regulation, every government agency, both central and regional, is encouraged to develop e-government as a means of supporting good governance and accelerating the democratic process.

The regional development process in Indonesia has standard rules contained in Law Number 25 of 2004 concerning the national development planning system, development planning is prepared in an integrated manner by the government at the national, provincial and district/city levels and produces development planning in the form of RPJP and RPJM (Istiyanto & Sutanta, 2012).

Interoperability of e-Government (electronic government) has now become one of the main requirements in the electronic government system in Indonesia. Interoperability is absolutely necessary so that various government services connected to the network (or what is better known as e-Service) can communicate effectively with each other. The existence of effective communication will certainly provide many benefits for all parties, both the government and the general public. This is why, many developing countries are targeting this interoperability issue as part of the Millennium Development Goals (MDGs) in 2015.

The concept of interoperability will allow the system being developed to use data owned by existing systems, both data from systems owned by the same agency, or different agencies.

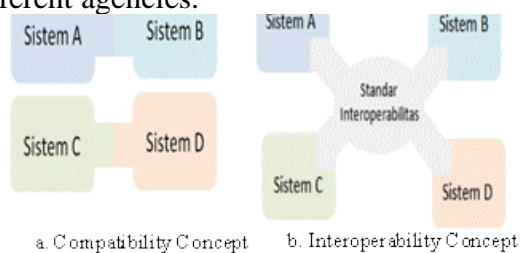


Figure: Concept of System Compatibility and Interoperability  
(Source: Directorate of E-Government, Directorate General of Informatics Application, Ministry of Communication and Information, 2013:5)

When describing compatibility, what is discussed is the compatibility between one system and another. Compliance may focus on the structure and type of data, the programming language used, or other things agreed upon by the system developers. When discussing compatibility, what is discussed is the compatibility between one system and another. Compliance may focus on the structure and type of data, the programming

language used, or other things agreed upon by the system developers.

The picture above explains that System C can communicate with System D and System A can communicate with System B. However, System A and System C or System A and System D cannot communicate. Compatibility cannot guarantee that each system can utilize the resources of another system. This is very different from the target of interoperability, where each system is expected to be able to utilize data belonging to other systems optimally.

If you pay attention, in the picture above you can see that what allows optimal use of data belonging to other systems is interoperability standards. Also note that systems A, B, C, and D include operability standards as part of the system. This is very different from the concept of compatibility. Of course, the use of interoperability techniques will be easier to implement, especially for the development of other new ICT systems.

The problems analyzed in this article are (1) How is the commitment to implementing e-government in public services?, (2) How is e-government optimized in public services?. Based on these two problems, it is hoped that it can provide an adequate picture to be applied by other regional governments who intend to implement e-government in their respective regions.

## RESEARCH METHOD

### a) Research Approaches and Types

Approach This is a qualitative descriptive study using phenomenological research carried out at the District Government. Maros. Informants were determined purposely by considering the internal and external representation of the District Government. Maros. Data was obtained using observation, interview and document analysis techniques. The collected data was analyzed using interactive qualitative techniques between data collection, data reduction, data

presentation, verification and drawing conclusions.

**b) Research Informant**

According to Sugiyono (2018:54) An informant or resource person in research is someone who has a lot of information and data related to the problem and object being researched so that later they will be asked for information about the research object.

**c) Research Design**

This research uses an experimental research design as intended by Sugiyono (2018), a qualitative research method is a research method that is based on philosophy, so that in this research strict control efforts are made on external factors and involves comparison subjects or systematic scientific methods.

**d) Research Data Collection Techniques**

Three data collection techniques were used in this research, namely: observation, interviews, and document analysis in various forms of data and information, as per Creswell's (2007) ideas.

**e) Checking the Validity of Research Data**

The validity of the data is intended to obtain a level of confidence related to the truth of the research results, revealing and clarifying the data with actual facts on the research object which refers to the view of Sugiyono (2018) that one must have perseverance in research, triangulation of data, analysis of negative cases, using reference materials, and member check.

**f) Research Data Analysis Techniques**

The data analysis technique in this research uses a quality analysis model, which refers to the view of Miles, Huberman and Saldana (2014: 31-34) that there are four simultaneous streams of qualitative data analysis, namely: Data collection, data condensation, data presentation, and drawing conclusions.

## RESULTS AND DISCUSSION

### A. Commitment to Implementing E-Government in Public Services

#### 1. Application of Information Technology

One expert stated that Abidin (2002) agreed that *e-government* is an internet-based information and public service management system, to record and track public information and provide access to public services by government agencies. A real projection regarding this definition is, for example, that people can pay electricity bills or manage business permits independently with the help of an open, easy and fast management information system.

Development *e-government* as the use of information technology includes two related activities, namely: (a) Data processing, information management, management systems and electronic work processes; (b) Utilization of advances in information technology so that public services can be accessed easily and cheaply by people in all regions of the country.

Implement development goals e-government Therefore, the direction is aimed at: (a) Establishing a public service information and transaction network that has a quality and scope that can satisfy the wider community and can be reached throughout Indonesia at any time without being limited by time constraints and at a cost that is affordable to the public. (b) Establishment of interactive relationships with the business world to increase national economic development and strengthen the ability to face changes and free trade competition. (c) Establishment of communication mechanisms and channels with state institutions as well as provision of public dialogue facilities for the community to participate in the formulation of state policies. (d) Establishment of management systems

and work processes that are transparent and efficient and facilitate transactions and services between government institutions and regional governments. The main objective of implementing information technology in the government sector is the emergence of various initiatives (initiative) which are transparent towards improving access to global competition and improving the welfare of life more quickly, efficiently and reliably.

The key to success in fulfilling these goals lies in having direct leadership and appropriate technology selection strategies. Apart from that, the following components must also be fulfilled. (a) The existence of business processes is based on procedures, rules and laws applied to the company or organization. (b) Availability of human resources: work culture users, developer (developer), operators, administrators, as well as managers and leaders of organizations. (c) Investment in the IT sector which includes networked systems (online) or software applications and network infrastructure. (c) The existence of public/community supervision as the most efficient control system (Tjahjanto, 2003).

Development e-government can provide benefits, including: (a) Better services to the community. Information is provided 24 hours a day, 7 days a week without having to wait for the office to open. Information can be searched from the office, without having to deliberately come to a government office as long as there is an internet network. (b) Improved relations between government, business actors and civil society. It is hoped that openness can change relations between various parties for the better, because this openness is expected to eliminate suspicion and resentment from all parties towards the government. (c) Community empowerment through easily obtained information. For

example, data about schools can be displayed online and used by parents as a reference for choosing their child's school. Another example is the profile of an area displayed online with its various advantages and needs; it can provide business opportunities for people in other areas without having to visit the area concerned. (d) Government implementation is more efficient. For example, disseminating various district government products to all apparatus will be cheaper if it is done online. The regent's instructions can be faster and cheaper when delivered via the internet rather than having to convene all district government officials (especially sub-district heads and village heads). (e) For the government, producing important letters and documents will be easier and faster. Government implementation becomes more efficient and tracking a person's data/information can be carried out more easily.

According to Indrajit (2006), the most important benefit from implementing e-government is the realization of a more responsible government (accountable) for its citizens. Apart from more people being able to access information, the government will also be more efficient and effective, and government services will be created that are more in line with people's needs. Better use of resources, processes and information technology can create better governments.

Based on the characteristics of the information technology used in e-government, there are several benefits in the form of: (a) Better government is created because the service process is more transparent, there is stronger community control, and more timely supervision (real time). (b) Reduced corrupt practices, because computers do not have inherent properties that lead to corrupt behavior, everything happens on a computer system only when it is

deliberately and systematically designed to do so. (c) A more streamlined relationship system for the implementation of better government services, good relations between the government and the community (government-citizens), government and the business world (government-business), or relations between government institutions (government-government). (d) Increasing government efficiency in all processes, to avoid wasted public sector spending or inefficiency in various processes. (e) Efficiency is created on a spatial and time scale. (f) Systematized information structure and organization. (g) Improved resource management both in terms of increasing the control area (span of control) as well as the organization's own resources.

Utilization of information technology in e-government It is hoped that this will encourage its creation of good governance so that our great aspirations to realize national goals can be achieved.

## 2. Public Service Communication Patterns

Every citizen will almost certainly deal with government agencies for public administration purposes. Various needs for public services require citizens to interact with government officials in various institutions. State service to its citizens is a mandate stated in the 1945 Constitution and clarified again in Law no. 25 of 2009 concerning Public Services. The Public Service Law regulates the principles of good governance so that government functions run effectively. Public services are provided by government agencies or public corporations to strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, increase environmental protection, wisely use natural resources, and deepen trust in government.

Government-owned public service providers should reflect on past experiences, when a lot of criticism was directed at improving the quality of public services. Government institutions always fall short in providing public services starting from processing KTP (KTP), driving license (SIM), to building construction permits (IMB). Apart from that, the difficulty of obtaining quality education services, health services that are not affordable for the majority of the population, and so on are just a few examples of the chaos in public services by the government. This is of course contrary to the spirit of reform that has been underway for more than a decade.

The main factors that hinder the implementation of public services can be seen from two sides, namely bureaucracy and public service standards. It is common knowledge that the Indonesian state government at all levels and types has a long, fat and complicated bureaucratic structure. As a result, matters in public service providing institutions become complicated and require more time and high costs. Apart from that, the absence of standardization of public services that can serve as a guide for every government official is another aspect of the government's weakness in providing good public services. Indonesia, as a large developing country, must realize that the need for good and quality public services is absolute. In the information era, public services face enormous challenges. This relates to the relationship between the state and the market, the state and its citizens, and the market and citizens. In the past, the state positioned itself as the most dominant party in public services. Markets and citizens inevitably have to accept the conditions of available public services. Not a few citizens feel disappointed with public services that favor certain groups, the

communication established by service providers is unfriendly and tends to be convoluted (ineffective). Along with developments in time and logic, the condition of public services provided has received criticism from various parties to improve the quality of communication and service management, considering that not all citizens can enjoy the accessibility of effective public services. In fact, as mandated by law, public services should touch all levels without exception and still maintain service ethics. Public services in almost all developed countries in America and Europe have utilized information and communication technology. This means that all public service processes can be accessed by all citizens in a quickly integrated manner. This service system is known as the e-government system. The big goal of implementing an e-government system is to create good governance, where government services are transparent, accountable and free of corruption. E-government systems are essentially the process of utilizing information and communication technology as a tool to help run government systems and public services more effectively and efficiently (Setiawan, 2018). In its implementation, the e-government system refers to two things, namely the use of information technology that utilizes the internet network and the development of a new system in government governance. However, so far the interpretation of the use of electronic technology has only been limited to manual tools with computers as a means of service in public service providing institutions.

In administering government, a communication system is needed to establish effective and meaningful communication that is able to direct the achievement of development goals. This is very necessary because the

development process involves various elements of society. The poor image of public services in Indonesia needs to be reflected in the popularity of e-government systems in western countries. So in 2002, the e-government system began to be adopted in Indonesia as a new innovation in the field of government. E-government system is a technological diffusion, which theoretically means the process of spreading an innovation into a social system through communication channels over a certain period of time (Rogers and Shoemaker, 1987). In relation to social systems, diffusion is also a type of social change, namely the process of changes in structure and function in a social system. When new innovations are created, spread, and adopted or rejected by society, the main consequence is social change. The implementation of the e-government system that dominates throughout the world today is the integration of national population data and citizen registration services, including registration of births, marriages, deaths, changes of address and taxation. This is where the government's role as the main coordinator is to create an environment for government administration. In order for public services to run more effectively, there needs to be encouragement for the government to speed up the implementation of the e-government system.

The government can take advantage of opportunities from the technology used in the e-government system, namely information and communication technology, considering that in the future the public will have alternatives in accessing traditional and modern public services (Indrajit 2006). However, there are two things that the government must pay attention to when implementing an e-government system, namely: (a) The needs of the community are the main

priority in government services. The government should no longer position itself as the dominant party, but should consider its position as a service provider for the community. (b) Availability of resources, both from the citizen side and the government side. Resources are interpreted as skilled human resources and the even availability of technological resources.

## B. Optimizing E-Government in Public Services

### 1. Stages of E-Government Optimization

Stages defined by the World Bank is the simplest model. This model measures the degree of interaction created by systems (websites) owned by the government. These forms of engagement correspond to the much-cited classic stages model of the evolution of websites in the commercial world. The three stages include:

#### a) *Publish (Publish)*

This easiest type of implementation is usually small scale and most applications do not require large and varied resources. At this stage, what occurs is one-way communication, where the government publishes various data and information it has so that it can be directly and freely accessed by the public and other interested parties via the internet. Usually, the access channel used is a computer or cellphone via the internet medium, where these tools can be used to access the relevant department or division website where the user can then browse (via existing links) the data or information needed. Examples of applications at this stage: (1) The public can read and download various laws and regulations stipulated by the government (DPR/DPRD), executive (president/minister/governor/regent/mayor) and judiciary (MA). (2) Entrepreneurs can find out the requirements for establishing a limited company as regulated in the

Law and how the establishment procedures must be carried out; (3) Researchers can access various statistical data resulting from studies by various government institutions to be used as secondary data; (4) Mothers can obtain information about healthy living from the Department of Health website; (5) High school students can find out about various study programs offered by state universities and academy government property and its requirements; (6) The people as a whole *on-line* and in real-time you can find out the temporary results of the general election through the website owned by the KPU; etc.

#### b) *Interact (Interact)*

At this stage, two-way communication occurs between the government and interested communities. There are two types of this two-way application. *First*, a form of portal where the site provides facilities for searching for those who want to find specific information (at the publish stage, users can only follow the link). *Second*, the government provides channels where people can have direct discussions (*chatting, teleconference, web TV*, etc.) or indirectly (through *email, frequent ask question, newsletter, mailing list*, etc.). Examples of applications: (1) Patients can communicate for free with doctors regarding complaints about the disease they are suffering from through web-TV (concept *telemedicine*); (2) Departments in the Government can conduct interviews via *chatting* or e-mail in the process of recruiting new civil servant candidates; (3) The people can discuss directly with their representatives in the DPR or MPR via e-mail or certain mailing lists; (4) Private companies can conduct questions and answers regarding tender requirements for various



projects planned by the government; (5) College lecturers can determine and looking for specific information about scholarships to continue studying abroad coordinated by the Directorate General of Higher Education; etc.

**c) Transact (Transaction)**

At this stage there has been a transfer of money from other parties as a consequence of the services provided by the government. This application is more complicated because it must have a security and protection system for the parties involved in the transaction. Examples of this application: (1) People can process applications to obtain a new KTP or extend it via the internet; (2) Taxpayers can do payment individual or corporate taxes on-line via the internet; (3) Via application *e-Procurement*, a series of tender processes for government projects can be carried out online via the internet; (4) Business practitioners can purchase a number of research results that are relevant to their needs which are offered and sold by BPS via the internet (*download*); (5) Farmers who have just harvested can directly sell their rice to the Logistics Agency via the internet; (6) Plantation, agriculture and forestry entrepreneurs can actively buy and sell their products via the futures exchange from their respective computers; etc.

According to Nugroho (2014), Stages of implementation development *e-Government* in Indonesia is divided into four: (1) *Web Presence*, namely bringing up regional websites on the internet. In this stage, the basic information needed by the public is displayed on the government website. (2) *Interaction*, namely a regional website that provides interaction facilities between the community and the Regional Government. In this

stage, the information displayed is more varied, such as download facilities and e-mail communication on government websites. (3) *Transaction*, namely a regional website which apart from having interaction facilities is also equipped with public service transaction facilities from the government. (4) *Transformation*, namely that in this case government services increase in an integrated manner.

Furthermore, Kinney (2001) has divided four types of classification of development initiatives *e-Government* that is:

**a) e-Information (Information)**

The concept of e-Information is related to the objective of how to ensure everything *stakeholder* government, especially those related to public services, can on the one hand provide and on the other hand access information quickly and precisely through various access channels. These access channels can be traditional communication channels such as offices, telephone, fax, etc. or through information technology media such as the internet, call centers, web-TV, PDA (*Personal Digital Assistant*), and others.

**b) e-Program (program)**

Application development *e-government* This stage usually starts with building a website which contains information about various things needed by society, which should it is the government's duty to provide it. With this website, it is hoped that the public can independently search for the data and information they need, while also enabling interactive communication between them and the government who built the website. In more complex applications, usually the website has become a knowledge portal (*knowledge portal*) which not only contains data and information

needed by society, but furthermore contains various important knowledge that can improve people's quality of life directly or indirectly.

**c) e-Commerce (trade)**

At the level of e-Commerce, the existing service concept does not only stop at exchanging information between the community and the government, but also involves a number of transaction processes for exchanging goods and/or services. People who have previously needed to physically visit government offices for various licensing processes and various payments, such as making KTPs, SIMs, PBB deposits, etc. currently do not need to travel again because all these things can be done from home using the internet.

**d) e-Democracy (Democracy)**

At the level of e-Democracy, there is a conducive environment for the government, people's representatives, political parties and their constituents to communicate with each other, collaborate and cooperate through a number of interaction processes via the internet. In this way, the public can convey their assessments and views on the government's performance and express their opinions freely to the people's representatives *online* by using the facilities *such as email, mailing list, discussion/forum, chatting, And polling*. The final direction of development is how to build a general election system that can be done online. With this intensive and open political communication, it is hoped that it will help promote the democratic process in the country concerned.

These three phases need to be carried out one by one sequentially because one phase is the foundation for the development of the next phase. The toughest phase is of course the third phase, which requires not only a

strong information technology infrastructure, but also requires major cultural changes in society (superstructure).

**2. Optimization Realization E-Government**

In order to realize application optimization *and-government*, government agencies strive for *web presence*. Therefore, Government agencies must have a website that can be accessed by the public. On the website there are descriptions of agencies or information about matters of that nature government. However, it only comes to that *web presence*, while the application in depth is not yet clear.

Therefore, many say that implementation *e-government* not yet optimal because in reality several services provided by the government still use manual methods such as the process of making KTPs, birth certificates, family cards, etc. Residents have to go to the relevant officials at government offices or even have to look for a "broker". It's not necessarily true that the manufacturing process is fast. This is very ineffective and inefficient because it costs more than the actual cost and is also felt to be very troublesome because you have to go to the government office.

Through implementation *e-government* is *expected* to achieve *good governance*. Thus, serious attention should be given so that its implementation can be carried out based on principles *good governance*, that is:

a) Transparency/openness, Transparency is one of the principles of good government governance. The principle of transparency requires that a government or organization disclose its program activities openly to its stakeholders. In this case the government is required to apply the principle of inner transparency to his government, transparent batik in terms of financial statements, activity programs, services, vision and mission, and so on to the community. Because *e-government* is based on the digital internet, which not everyone can directly

understand, the procedures or procedures for using it must be socialized openly to the public. Even, if necessary, this socialization is carried out in each region so that there are no mistakes in accessing it;

- b) Accountability, the principle of accountability is always closely linked to the principle of transparency. Discussion regarding the principle of accountability is also related to the presentation of accountability reports on the performance of government agencies at the end of the period. The principle of accountability explains how a unit must be able to account for the results of government programs that have been implemented and policies that have been formulated to its stakeholders. the implementation of public services must be accountable, both to the public and to superiors/leaders of government agency service units in accordance with the provisions of statutory regulations;
- c) Responsiveness, responsiveness is the government's ability to recognize community needs, set service agendas and priorities and develop public service programs in accordance with community needs and aspirations. The government must serve and fulfill the needs of the community optimally and with quality. The quality of government services must meet standards so that people can feel satisfaction with government services. Internet-based public service providers must be alert and responsive in accommodating aspirations or accommodating complaints regarding their public services;
- d) Equal justice, Justice can be interpreted as a form of the government's ability to provide welfare to its people in relation to their rights and obligations. expresses the description of justice as equality in fulfilling stakeholder rights arising based on agreements and applicable laws and regulations. If the principles of justice are implemented well by the government, the public's trust in the government will

be higher, which will lead to better government performance. The implementation of public services must be accountable, both to the public and to superiors/leaders of government agency service units in accordance with the provisions of laws and regulations. invitation.

- e) Efficiency and effectiveness, to increase the efficiency and effectiveness of public services, as well as the prospects for public services in the future indicate the need for fundamental reforms, especially in their performance.
- f) Participation, the community is a stakeholder for local government, local governments are encouraged to involve the community in solving problems faced by local government. Community involvement is expected to be able to provide suggestions for improving local government performance. It can be said that community participation is the key to the success of government implementation because participation involves aspects of supervision and aspirations. The importance of public participation in efforts to improve the quality of public services is also gaining the right momentum along with the emergence of the era of regional autonomy in Indonesia which gives greater freedom to regions to design and determine for themselves the type of service that is best for them. needed by society.

What's more, to make it happen *good government governance* based-and-government well and optimally if there is strengthening of systems and institutions based on statutory regulations invitation that happened.

## CONCLUSIONS AND RECOMMENDATIONS

### Conclusion

In order to create good *government*, then it is concluded that:

1. Commitment to implementation of e-government public service with the aim that

government relations with the community and business actors can take place efficiently, effectively and economically. The problem is that the implementation of e-government is inadequate,

2. Optimization of e-government public services that have a positive impact on society and the government. This can improve the quality of the level of public trust in the government and improve the quality of community welfare. However, the reality is not optimal.

### Suggestions

1. It is hoped that implementation of e-government public services is maximized to meet stakeholder expectations, considering that current conditions have become a basic need for all parties.
2. Demands from all parties to the government, specifically the regional government of Maros Regency, to fulfill implementation optimization *e-government* in providing services to the public so that transactions for all parties have a happy ending.

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