

E-Government Applications In Public Service Innovation: Study Case In Gorontalo

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Abstract. Using the Gorontalo Smart Service (GSS) programme, the Gorontalo Government is attempting to raise the calibre of public services. The state apparatus's public services still have a lot of flaws, which is the context for this article. Consequently, the community's needs are still not being met to their full potential. On the other hand, many local governments must enhance a number of areas of change, including public services, if bureaucratic reform is to be sustained. In response, the Gorontalo government provided an online service application to make things simpler for the neighbourhood. With an explanation that alludes to the comprehension of the Smart City concept and bureaucratic change, this paper employs a descriptive qualitative methodology. Data is gathered through document analysis, which is then subjected to interpretive methods of analysis. According to this study, the Gorontalo government is committed to modernising public services by launching the Gorontalo Smart Service (GSS) online service application. To satisfy the demands of the bureaucratic reform agenda, which is intended to raise the calibre of public services, application innovation is undertaken. According to this study, the Gorontalo government is committed to modernising public services by launching the Gorontalo Smart Service (GSS) online service application.

Keywords: Gorontalo Smart Service; online service application

INTRODUCTION

The public's complaints and criticism served as the central and regional governments of Indonesia's beginning point for improving what the community intended. Knowing that a significant number of those who do so end up jeopardising the reputation of the very machinery of government. For the government, whose share of the population continues to diminish, public trust is a problem as well. According to a survey conducted by the Indonesian Political Opinion (IPO), public confidence in government performance is declining and has already reached 51%. This number is less than it was the previous year (Nugraheny, 2021).

Government employees can really take a variety of actions to enhance their effectiveness in serving the community in order to combat this. starting with enhancing the policies, raising the standard of the equipment, and other things. Using technology and

information is one endeavour that is appealing and intimately tied to living in the modern era.

Technology and access to information are now fundamental human needs for all facets of life, from the little things to the major things. The current state of technology and information allows humans to obtain information and services quite simply. It is not surprise that advances based on technology and information have impacted a number of industries, including political, social, economic, and educational ones.

The government is now aware of potential to enhance its performance in response to public criticism and complaints thanks to the availability of technology and information. One of them involves modernising the service system in order to boost public trust and satisfaction.

E-government refers to the use of information and communication technology by the government in an effort to deliver effective and efficient services to the public. Regarding the overall plan for bureaucratic reform, the confirmation is contained in Presidential Regulation Number 81 of 2010. The creation of a Smart City is one method of implementation (Menpan.go.id, 2016).

Due to its extensive geography and system of regional autonomy, Indonesia makes this issue a platform for local governments to promote the objectives of the central government by developing a variety of solutions. The City of Gorontalo is one of the local governments in Indonesia that eventually turned into a pilot project for the use of the Smart City concept.

The City Government of Gorontalo has persuaded itself to improve the standard of public administration by utilising technology and information by implementing the Smart City idea. The implementation of public services is one of them. The Gorontalo government is aware that things can get simpler for many parties in the age of globalisation, especially in matters of government. This therefore let the Gorontalo government know that by putting Smart City into practise, enhancing governance might be a way to allow for bureaucratic reform, which could ultimately better adapt and support the community, especially in service-related problems.

The Gorontalo government started the Smart City initiative by developing an app that would make public services more accessible to the city's residents. In an effort to raise the level of public services in the City of Gorontalo, this paper will introduce connected applications in depth and take an interest in evaluating them. The research topic in this study is, "How does the Gorontalo Smart Service application improve the quality of public services in the City of Gorontalo?"

LITERATURE REVIEW

Future study is conducted using previous research as a point of reference. A quick literature review was written using the findings of earlier studies to identify commonalities and areas of strength. A survey of the literature on Indonesia's Smart Cities is included in this study.

The first study is a paper by Hasibuan and Sulaiman (2019) that discusses how

cooperation between stakeholders and a shared paradigm are necessary for the realisation of smart cities in Indonesia's major cities.

Including the fact that laws serve as the foundation. Problems that are conceptual in nature can be more easily solved by implementing smart cities. The benefit of this research is that it provides a very thorough explanation from the concept to how it is applied in field facts, making it simple to understand (Hasibuan & Sulaiman, 2019).

The second study, carried out by Widiyastuti et al. in 2021, intends to develop smart city models and indicators that are tailored to the features of Indonesian towns and regencies. The Smart City Sustainable City Framework model, which is a self-measurement model of the maturity level of enable smart cities, priority levels of smart city dimensions, and the level of availability of indicator data that can be used by local government, is used in this study. The benefit of this study is that it may be regarded as novel research with exceptional explanations, which can lead to ideas and recommendations for the majority of Indonesian local governments (Widiyastuti, Nupikso, Putra, & Intanny, 2021).

Suciawathi et al. (2018) carried out the third study, which examined the applicability of the smart city idea and the implementation of governance in Denpasar City. The detailed smart city concept is the one that is being employed. The discussion of smart city implementation and governance by the Denpasar City Government is examined in detail based on available data, which is an advantage of this research (Suciawathi et al., 2018).

There were a lot of discrepancies between the three earlier studies mentioned above, which could ultimately serve as research material and extra data for this project. starting with the methodology, goals, and any extra notions. In contrast, the most prevalent prior study has used the smart city concept as a reference concept for its implementation on an object, which is why the difference that is so noticeable is specifically tied to the research object employed. In this study, the idea of a "smart city" is highlighted as an introduction to the Gorontalo Special Region Government's use of information technology to realise public service transformation.

Bureaucratic Reform

As a response to a very dynamic environment, the government is expected to make significant changes in the area of bureaucracy so that it can carry out its tasks; this is known as bureaucratic reform.

The goal of bureaucratic reform is to reorient the bureaucratic system from one that prioritises state interests to one that prioritises public service. These modifications are intended to develop a bureaucracy and governmental structure that innovates to raise standards (Sukowati, 2012).

One of the studies that explains the topic of bureaucratic reform in Indonesia in the form of a journal. In this study, it was revealed how bureaucratic reform was implemented as a type of corrective action for issues brought on by the bureaucracy's complexity, which results in the dysfunctional carrying out of governmental activities. Since 1998, a number of nations have introduced various types of legislation to enhance bureaucratic efficiency,

and Indonesia is one of them (Haning, 2018).

Society Participation

Adisasmita argues that community participation is a means of actualizing the community's desire and readiness to contribute, and that it includes involvement in tasks like making plans and carrying out policy programmes. Adisasmita added that the fundamental premise of participation is to call for community empowerment, opportunity, and inclusion in administrative procedures beginning with the planning stages of implementation and oversight of public policy (Fadhil, 2013).

This study emphasises the function of the community in involvement in the usage of the Gorontalo Smart Service (GSS) application, in line with the Koconcept of Community involvement. In addition, there should be a focus on the community's contribution to the management of governmental issues, namely public services.

ICT (Information and Communication Technology)

Information and communication technology, or simply ICT, can be defined in terms of two linked areas: information technology and communication technology.

Communication technology refers to all issues relating to the use of tools to process and move data from one device to another, whereas information technology comprises all issues relating to the process, usage as a tool, manipulation, and management of information (Hasibuan et al., 2020).

It is therefore possible to draw the conclusion that information and communication technology is a medium or tool that is used to transport data in order to get data or information or to disseminate information to the general public by employing tools to communicate in both one direction and two directions (Susanto, 2020).

According to Hasibuan et al. (2020), information and communication technology can play three different functions.

1. Humans can be replaced by information and communication technologies. In this context, it is meant that having information technology makes it feasible to automate a process or a task.
2. The use of information and communication technology enhances the function of people. By providing details about a task or a process, technology is meant to make life easier for people.
3. Information and communication technology has an impact on how human roles are being restructured. It is acknowledged that the use of technology can alter how certain tasks or processes are carried out (Hasibuan et al., 2020).

The discussion of the application of Gorontalo Smart Services (GSS), which is the actualization and form of ICT in the administration of public services for the Government of Gorontalo, will be introduced using the notion of ICT. In addition, it serves as supplementary knowledge about the function of ICT in general, particularly with regard to governmental administration.

e-Government

According to Holmes (2001), e-government is the use of information technology, particularly the internet, to deliver public services in a way that is safer, customer-focused, cost-effective, and superior to other forms of government administration. It also has an impact on how the general public, the business community, and public institutions interact with one another.

In order to increase government openness and citizen participation in decision-making, it is believed that the introduction of e-Government will improve the efficiency and effectiveness of government operations (Turban, 2017).

Since the methods and duties involved in running the government are so varied, so is the implementation of e-Government. One of these has to do with how smart cities are used. This is due to concerns from the government that wants to make its area or territory easier to implement so that it can use these two concepts, which are in fact closely related to information technology. The embodiment of a smart city, which also relies on information technology, is in line with the concept of e-Government.

E-Service

E-services are frequently described as a brand-new combination of traditional and self-service services. People can easily use the e-Service from home with just a device linked to the internet. The provision of services over electronic networks like the internet is what Hasan, Shebab, and Peppard (2011) defined as a "e-Service" (Muallidin, 2015). According to Napitupulu (2016), there are three elements that make up an e-Service: (a) service recipients; (b) service providers; and (c) service channels.

According to Napitupulu (2016), prananto found six e-Services success determinants, including:

Affordability of a sufficient technology infrastructure, coordination between departments and units, political backing, vision and strategy of the government and legislation, good administration, and change management are only a few of the requirements.

Senior High School City

The government, as the manager of the state, and the community, as the target, must be able to respond appropriately in order for the objectives that have been set to be accomplished successfully and efficiently. Numerous Indonesian cities are fostering connection in the use of already-existing information technology to support the continuation of life in metropolitan areas as a result of the rapid adoption of information technology in all spheres of life, both within the government and in the daily lives of ordinary people. This is exemplified in some manner by the idea of an urban development project called a "smart city."

The six components of the smart city idea are as follows (Greco & Bencardino, 2014):

1. Intelligent individuals; emphasis on the growth of a society that is change-adaptive.
2. A smart environment; emphasising environmentally sound, commodious, and sufficient management for the community.

3. Smart government; emphasises government preparation for management that is ethical, accountable, and competitive
4. A smart economy that emphasises the traits that lead to innovation and the ability to compete.
5. Smart mobility; emphasises the capacity for information creation and transformation as a way to build the infrastructure of the city.
6. Smart living; emphasis on ensuring the community has a sufficient standard of living.

These components may serve to promote the development of smart cities and may outline what a smart city is. The effectiveness of these components can serve as the cornerstone for achieving the objectives of implementing a smart city, which must have prerequisites for readiness that are roughly comparable in order for implementation to run in a balanced manner when adopting information technology (Herdiana, 2019).

In actuality, smart cities emphasise a top-down approach more, with state institutions acting as parties with authority to both promote and repress existing elements from performing their responsibilities in accordance with the roles outlined in the smart city idea. The implication is that in addition to the government's role as a regulator that establishes the tools for the operation of smart city components, the government must also ensure that there are explicit, strict, and illustrative rules so that all components can cooperate to create connectivity and integration.

RESEARCH METHODS

This article was created using a qualitative method, which involves using a variety of approaches to write a descriptive report, including gathering some data from the internet in the form of news and using a theoretical framework as a reference for explanation.

The author team's method of gathering data for this journal involves utilising secondary sources that assist the composition of this journal, such as electronic publication data, papers, and so forth.

RESULTS AND DISCUSSION

Bureaucratic Reform in Gorontalo Government

As previously described, bureaucratic reform refers to the efforts made by the government to implement change with a public service perspective. The Gorontalo administration is one of many that has implemented bureaucratic reform in the management of its governmental business.

There are at least eight areas that can be improved upon in the concept of bureaucratic reform. The Gorontalo government prioritises providing public services.

Regarding the work being done by Gorontalo, it can be applied in a number of ways that represent the most important directions for change, including the following:

1. Change management; This is demonstrated by the Gorontalo city government's decision to create Gorontalo Smart Services (GSS) as a way to address their concern for public services, namely by transforming electronic-based services by depending on information technology devices.

2. Organisational Structuring and Strengthening; the Gorontalo Smart Services (GSS) application serves as a continuation of the complaint service that was launched in 2003. Following up led to the creation of an application that provides services in the form of information and complaints, data and information services, local government partners, public services, and emergencies to fulfil the needs of the community. This service still has a derived programme that genuinely aids the neighbourhood in going about its daily business.

Gorontalo Smart Service (GSS) as the Realization of e-Government and e-Service

Government must establish an open, integrated system that serves the needs of the entire population in order for ICT to advance. Additionally, the city has developed into a region with complicated issues relating to the services that the government provides to its citizens. Due to this, the government is expected to be able to meet fundamental necessities that are thought to be able to give residents of urban areas a sense of comfort and safety. The use of the Smart City idea is one of the successful solutions to this difficult issue.

Governor Regulation Number 15 of 2018 concerning e-Government contains the implementation of the Smart City concept in the city of Gorontalo. Additionally, the regulation includes the stages of the roadmap for the development of e-government in Gorontalo City, including (1) bolstering network infrastructure, (2) bolstering information system infrastructure, (3) data integration and application development, (4) data warehouse, and (5) policies geared towards smart cities (BPK RI, 2015).

The Gorontalo city government will take advantage of the availability of ICT to integrate all infrastructure in order to provide effective and efficient public services to the community by launching an independent application on October 17, 2020, called Gorontalo Smart Service (GSS). This is done in an effort to implement the e-Government development roadmap within the scope of Gorontalo City. On the Android operating system, the application may be accessible through the Play Store and is single window and single sign on based. People can access all of the services offered by the Gorontalo City administration simply logging in to the Gorontalo Smart Service (GSS) application using just their name and NIK number (Tribunnews.com, 2018).

1. Information and Complaints; Services in the form of gathering information and complaints that cover the entire area of Gorontalo City are already connected with all Regional Device Organisations through the Gorontalo Smart Service (GSS) application. This service continues to operate in accordance with the customary complaint service provided by the Gorontalo Municipal Government.
2. Data and Information Services; This section offers a variety of detailed data and information services related to Gorontalo City Government. Events, tourist attractions, difficulties, and job openings are all examples of services and information.
3. Partners from the Gorontalo City Government; The GSS service is provided by a number of partners who collaborate with the Gorontalo City Government. It contains information that can be accessible online in the form of details on these partners.
4. Public Services: Gorontalo Smart Services (GSS) users have access to general administrative services. This service offers internet services down to the village and sub-district levels for the populace. information on everything from taxes to schooling.

5. Emergency; The emergency feature is the one that people use the most frequently. The Gorontalo Interception Info function, which was taken directly from the Facebook forum, allows users to report occurrences that are urgent in nature and demand for quick action.

Community Participation in the Use of the Gorontalo Smart Service (GSS) Application

On the 71st anniversary of the Gorontalo City Government, a straightforward application called the Gorontalo Smart Service (GSS) was introduced. Launching this application was done more with the intention of making service to the people of Gorontalo easier (Suryana, 2018). In addition, the Gorontalo Smart Services (GSS) application provides a different way to report emergency situations and alert others without using telephone lines. This is so that the reporting system can be made simpler. Previously, Gorontalo only offered traditional reporting capabilities, which led to the creation of Gorontalo Smart Services (GSS) innovations by the Gorontalo Government (Warta Gorontalo, 2021).

The Gorontalo Smart Services (GSS) is also a repository for different real-world facts regarding the City of Gorontalo. In this instance, the information made available relates to the daily growth of Gorontalo City. To persuade the public that the information supplied is accurate and not a fake, the information is directly processed or regulated by the Gorontalo government. The last benefit of Gorontalo Smart Services (GSS) is that it is a service application that responds quickly to the citizens of Gorontalo City. This is due to the implementation of a one-door system, which allows for the community to autonomously access services using only existing technology and the internet, starting with reporting and ending with completion (Gorontalo City Government Portal, nd).

Implementation of Smart City through the Gorontalo Smart City (GSS) Application

For the residents of Gorontalo City, the Gorontalo Smart Services (GSS) application is an interactive tool. The City Government of Gorontalo packaged the "Gorontalo smart service" application into an appealing and user-friendly application in accordance with technical trends and the public's increasing use of smartphones.

While Gorontalo City Informatics and Encryption Communication Service's app is currently only available for download on the Android platform, it's possible that in the future it may also be made available for IOS users and other operating systems. The Gorontalo Smart Services GSS application will be created similarly to a virtual City Hall. Access to all public services that were formerly provided at City Hall is now possible through a single application. This is being done as an information technology implementation of the smart city programme. Currently, a number of services are incorporated into Gorontalo Smart Services (GSS), including online permits, puskesmas queues, and real-time cctv monitoring at a number of key locations.

CONCLUSION

A better government order based on technology and information requires the central government to adopt policies for the implementation of e-Government as part of ongoing bureaucratic reform. It is conceivable for the current regional governments, including the

Government of Gorontalo, to also apply it in their various territories.

The Grand Design for e-Government set forth in Presidential Regulation Number 81 of 2010 has been realised through a variety of means and initiatives. Gorontalo made the decision to become a pilot project for this, combining it with advances from other nations in the field of smart cities. Up until a straightforward application called GSS (Gorontalo Smart Service) was developed as a tool to aid in the achievement of this objective.

The Government of Gorontalo uses a straightforward application to try to realise the Smart City concept in the sustainability of e-Government, one of the eight areas of change, which is enhancing the quality of service.

The Gorontalo Smart Services (GSS) application is a very solid first step towards realising a smart city, according to the smart city idea and a number of other supplementary concepts, as well as conditions based on field facts according to the data received. It also demonstrates that the Gorontalo government has the necessary resources to implement all of the linked ideas by making reference to a number of other factors.

The findings are still supported by the data that is now accessible, specifically by the document research methodology. being aware that a pandemic was present while the research was done. In addition, this research can be strengthened by using the Gorontalo community to test the Gorontalo Smart Services (GSS) application. This study has a separate remark about it for potential future advancements.

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