

Optimizing Public Service Through E-Gov Services (The Case Of Public Service in South Jakarta Municipality)

<http://dx.doi.org/10.18196/jgp.2012.0021>

Florentina Ratih Wulandari

Faculty of Social Sciences and Politics Universitas Terbuka. E-mail :
rwulan@ut.ac.id

Yuli Tirtariandi El Anshori

Faculty of Social Sciences and Politics Universitas Terbuka. E-mail:
yulitirta@ut.ac.id

ABSTRACT

The development of information technology and public administration paradigms that emphasize services for the benefit of society has affected the strategic efforts of e-Gov in Indonesia. For that, there is a need to create qualified, competitive, effective and efficient of the public services. Indonesia's E-Gov Policy has been applying principles of good governance and information technology to serve and interact with the community. Some local governments, including South Jakarta Municipality has been implementing e-Gov to optimize public service. e-Gov in South Jakarta Municipality is reflected on the implementation of a management information technology to improve services to the community by creating a web site, namely <http://selatan.jakarta.go.id/>. The information presented in South Jakarta Municipality website includes tourism, local regulations, and other information of Municipality of South Jakarta.

This article is the result of field research entitled "The Role of Information Systems Management in the Creation of Competitive Advantage and Quality Improvement Services Public Information" in South Jakarta Municipality. The result shows that public service in website South Jakarta Municipal Government used to support the plan of development of e-Gov is still in the stage information dissemination, not two way interaction. Public service website run by South Jakarta Municipality is planned to integrate services on the process to obtain civic identity cards, urban planning permits, tourism, population, building permits et cetera. e-Gov applications using information technology in the office of South

Jakarta Municipality still has many obstacles, i.e human resources, budget used and infrastructure.

Keywords: e-Gov, optimize, public service.

ABSTRAK

Perkembangan teknologi informasi dan paradigma administrasi publik yang menekankan layanan untuk kepentingan masyarakat telah mempengaruhi upaya strategis e-Gov di Indonesia. Untuk itu, ada kebutuhan untuk membuat sebuah pelayanan publik yang berkualitas, kompetitif, efektif dan efisien. Dalam kebijakan E-Gov, Indonesia telah menerapkan prinsip-prinsip tata kelola yang baik dan teknologi informasi untuk melayani dan berinteraksi dengan masyarakat. Beberapa pemerintah daerah, termasuk Kotamadya Jakarta Selatan telah menerapkan e-Gov untuk mengoptimalkan pelayanan publik. E-Gov di Kota Jakarta Selatan tercermin pada pelaksanaan teknologi informasi manajemen untuk meningkatkan pelayanan kepada masyarakat dengan menciptakan sebuah situs web, yaitu <http://selatan.jakarta.go.id/>. Informasi yang disajikan dalam situs Kotamadya Jakarta Selatan meliputi pariwisata, peraturan daerah, dan informasi lainnya dari Kotamadya Jakarta Selatan. Artikel ini merupakan ringkasan dari hasil penelitian lapangan yang berjudul "Peran Sistem Informasi Manajemen dalam Penciptaan Keunggulan Kompetitif dan Peningkatan Kualitas Layanan Informasi Publik" di Kotamadya Jakarta Selatan. Hasilnya menunjukkan bahwa pelayanan publik di website Pemerintah Kota Jakarta Selatan yang digunakan untuk mendukung rencana pengembangan e-Gov masih dalam tahap penyebaran informasi, bukan dua arah interaksi. Layanan website publik yang dijalankan oleh Kotamadya Jakarta Selatan direncanakan untuk mengintegrasikan layanan pada proses untuk memperoleh kartu tanda penduduk, izin perencanaan perkotaan, pariwisata, kependudukan, izin bangunan dan sebagainya. Aplikasi e-Gov yang menggunakan teknologi informasi di kantor Kotamadya Jakarta Selatan masih memiliki banyak kendala yakni sumber daya manusia, anggaran, dan infrastruktur.

Kata kunci: e-Gov, optimalisasi, pelayanan publik

INTRODUCTION

E-Gov service is one of information system services which it can bring public services efficiently and effectively. South Jakarta Municipality Government as a part of Jakarta Capital Government implements e-Gov for increasing quality and public service performance.

The reason of e-Gov management information system implementation, start from global environment development, public demands of public services, governmental function for public service those are legitimized by e-Gov policies. It is known from interviews with Agus Suprianto, Sub Head of Information Technology Infrastructure of Information Communication and Public Relations South Jakarta Municipality stating that the development of information technology conducts to the needs

of the community, so the government of Headquarter Jakarta, in this case South Jakarta Municipal Government responds to these conditions by issuing a policy of integrated public services. The following excerpts are presented Agus Suprianto as belows:

“Initially the government in this city government led by the governor issued a public service policy, which is then followed by the establishment of the Integrated Service Unit in the ranks of the mayor, yes ... all the mayors, in particular the Mayor of South Jakarta that we are talking about. The duties and functional units those need a unit of the ministry just come to the front office, fill out applications, and stay waiting for the confirmation process is technically and publishing the results of ID card or the buiding construction permit through the computer, after the data-entry.”

So e-Gov in South Jakarta Municipal Government held the initial preparation of management information systems development to strengthen the e-Gov services.

This article raised the issue of research developed about “The Role of Information Systems Management in the Creation of Competitive Advantage and Quality Improvement Services Public Information in South Jakarta Municipality”.

THEORETICAL FRAMEWORK

This article used e-Gov approach and public service theories.

A. E-Government

E-Gov is defined by UNESCO (see Collins in Budd and Harris (ed.), 2009:53) as the ‘exercise of political, economic, and administrative authority’ via an ‘electronic medium’. World Bank Group (2001) said that “E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improve interactions with business and industry, citizen empowerment through access to information, or more efficient government management”. United Nation Development Programme (UNDP) defines e-government as “ the application of information and communication tech-

nology (ICT) by government agencies”.

There are other definitions that stated by some government, for example The American Federal government. It defines e-gov as “the delivery of government information and services online through the Internet and other digital means.” (see <http://gregor.web.id>). According to New Zealand Government, e-gov refers to “a way for government to use the new technology to provide people with more convenient access to government information and services, to improve the quality of the services and to provide greater opportunities to participate in our democratic institutions and processes”. The Malaysian government defines that e-government offers a collaborative and integrated environment not just for enhanced internal operations but more significantly for a heightened level of government services through a variety of electronic delivery channels thereby providing convenience to citizens and business. Next, The government of Italy describes e-government as the use of modern ICT in the modernization of our administration, which compromise the following classes of action (Indrajit, 2002:4):

1. Computerization designed to enhance operational efficiency within individual departments and agencies;
2. Computerization of services to citizens and firms, often implying integration among the services of different departments and agencies
3. Provision of ICT access to final users of government services and information

Indonesian government defines e-gov as “application of Internet-based information technology and other digital devices that are managed by the government for the purpose of delivery of information from government to communities, business partners, employees, business entities, and other institutions online. “ The implementation of e-Government in Indonesia itself based on Presidential Instruction No. 6/2001 on 24 April 2001 about Telematics (telecommunications, media and informatics). Presidential Instruction No. 6/2001 emphasises government officials should use telematics technology to support good governance and speed up the democratic process. Its implementation also based on Presidential Instruction No. 3/2003 about national strategy and policy of e-Gov

development.

E-Government implementation needs three element, as follows:

- a) Support : there must be a political will from all the stakeholders.
- b) Capacity: the government must have enough resources as finance, technology information infrastructure, and human resources.
- c) Value: the implementation of e-government should give added value for the the citizens as users.

Based on the Presidential Instruction No. 3/2003 about national strategy and policy of e-Gov development, there are four goals of e-gov development, namely:

1. The establishment of a network of information and the transaction of public service that has the quality and scope to satisfy the public and accessible in all parts of Indonesia at any time is not limited by the barrier of time and at an affordable cost to the community.
2. Establishment of interactive relationship with the business community to promote the development of national economy and strengthen the ability to deal with change and international trade competition.
3. Formation mechanisms and channels of communication with state institutions and the provision of facilities for the public dialogue in order to participate in the formulation of state policy.
4. The establishment of management systems and work processes in a transparent and efficient and smooth transaction services between government agencies and autonomous local government.

In achieving the goals, it needs some good strategies, i.e. Developing a reliable system of service and affordable by the public; Reforming the management system and work processes of government and autonomous regional governments holistically; optimizing the use of information technology; increasing the role of business and industry to develop the telecommunications and information technology; developing the capacity of human resources in both the government and the autonomous regional government, accompanied by increasing e-literacy communities; and implementing systematic development through realistic and measurable stages.

The use of e-gov in public service will make good impacts as follows:

1. low administrative costs
2. Faster and more accurate in receiving the response, including outside office hours.
3. Accessible to all departments and at all levels and any location. The use of ICT support the development more flexible, and it's a very good way for people to access public services.
4. More capable government. ICT enables government organizations to capture data from various feedback. Governmental organizations can also make public information that supports the idea or ideas - new ideas on-line communication between decision-makers, the public and other organizations.
5. Helping the local and national economy with the G2B (government to business).

Beside the strategies, implementation of E-Government is focused and based on the six pillars, that is: Planning (Technology Blue Print), Infrastructure (Hardware System and Networking), Systems Application (Software system), Procurement, Man resources (Training and Procedure), and System Integration (System Integrator).

Level of e-Gov Implementation

E-gov implementation consists of various type. The classification of service type is based on two aspects namely complexity aspect and benefit aspect. So, here are three types of services within e-government :

1). Publish

This is the web presence that contains the basic information needs of communities. This kind of service is the easiest. The e-gov application doesn't need many resources.

2). Interact

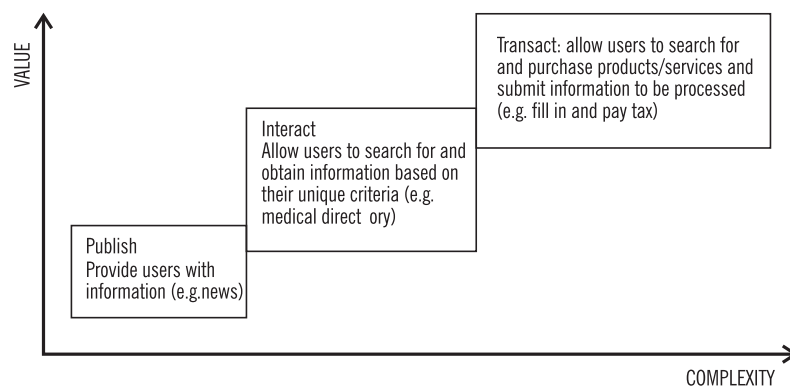
At this level there is a two way communication between government and the stakeholder (Indrajit, *ibid.* p.31). There are two kind of application. *First*, there's a website that gives searching facility for those who want to look for specific data or information. The information shown is

more varied. *Second*, the government provides canal for people to discuss with any government units. It can be done directly as chatting and tele-conference, or indirectly through e-mail.

3). Transact

There is a similarity between interact level and transact. At the 3rd level, there's also a two way communication. The users have to pay some money for the service. Form of application is implemented online. This level is more complex than the others. For example, the Individual tax payment and the e-procurement.

The three levels of e-gov application are shown at the chart below:



PICTURE 1: THREE LEVELS OF E-GOV APPLICATION (INDRAJIT, 2002:30)

E-Gov Service is one form of information systems that can efficiently service as well as making services to the community. South Jakarta Municipal Government as part of Jakarta Special Capital Region Government is also implementing e-Gov to improve the quality and performance of public services. So, e-Gov uses management system information in practice for making decision of the routine government policy and public service so these can run better, faster and cheaper. Information system is a collection of components within a company or organization associated with the process of creating and dissemination of information. (Indrajit,1995: 11).

The concept of e-government is to create a friendly interaction, convenient, transparent and cost between government and citizens (G2C-government to citizens), government and business enterprises (G2B, govern-

ment to business enterprises), relationship between the government (G2G- inter-agency relationship), between the government and the employees (G2E- Government to Employees). Government to Citizens (G2C) is the most common type of e-government application. The main goal of this type is to make the government and the society get closer through various accessible canal. For example, the motor vehicles tax pay. Government to Business (G2B) means the business community needs many datas and information from the government. So there must be a good relation one another. In Government to Employees (G2E), the application also used to increase performance and welfare of the government's employees, e.g. health assurance for the civil servant that has been integrated with health institution (hospital, etc).

Last but not least, e-government paradigm has eight aspects, i.e (Indrajit, 2002:54):

1. Orientation: users satisfaction and control, flexibility
2. Process organization: horizontal hierarchy, network organization, information sharing
3. Management principle: flexible management, interdepartemental team work with central coordination
4. Leadership style: facilitation and coordination, innovative entrepreneurship
5. internal communication: multidirectional network with central coordination, direct communication
6. external communication: formal and informal, direct and fast feedback, multiple channels
7. Mode of service delivery: electronic exchange, non face to face interaction
8. Principle of service delivery: user customization, personalization

B. Public Services

Public service is defined by Thoha (1999:137) as an 'attempt by someone or some group of people or institutions to provide facilities and assistance to communities in order to achieve certain goals'. Therefore, in the public service there is an interaction between the government and the public directly, so the realm of public service is a strategic sphere to

do public service reform, in order to trigger a repair other areas.

Lovelock (1992) expressed five principles of public service:

- Tangible; as physical ability, tools, person, and material communication
- Reliable; including ability to give a right and consistent service
- Responsiveness; it means accountability of the service quality
- Assurance; including knowledge, behaviour, and skill of employees
- Empathy; it refers to personal attention to the customer.

Kotler (1997:227) defined that service is any act or performance that one party can offer to another that is essentially intangible and does not result in the ownership for of anything. Its production may or may not be tied to physical product. Another definition about public service was defined by Skelcher (1992:3). There are seven principles in public service: standard, openness, information, choice, non discrimination, accessibility, and redress.

Zethaml (1990) stated 10 dimensions to measure public service quality: tangible, reliable, responsiveness, competence, courtesy, credibility, security, access, communication, and understanding the customer.

Hart (in Joko Widodo, 2001:277) gave 3 keys to measure public service quality:

- how to measure service quality reliably at specific points in time
- How to determine the extent to which the agency programme has caused the measured service quality. (that is, would the results have occurred without the agency programme?)
- How to assess whether the measured performance is good or bad. This inevitably requires comparisons of actual performance with something else.

Denhardt and Denhardt (2003) developed New Public Service (NPS) paradigm. This paradigm based on (1) theories and democratic citizenship, (2) models of community and civil society, (3) organizational humanism and the new public administration, and (4) post-modern public administration.

Next, Denhardt and Denhardt also formulated 8 principles in public service:

1. Convenience

This principle shows how accessible the government runs the public service

2. Security

This is how people can feel safe and confident using these services

3. Reliability

The services should be provided properly and timely

4. Personal attention

The services that provided by the government can be informed accurately by the authorities to the citizens, and officials can work with residents to meet their needs

5. Problem solving approach

This refers to how officials can provide information for citizens to address the problem

6. Fairness

It needs an assessment by citizens so that they believe that the government has been providing services in a fair manner for all

7. Fiscal responsibility

This principle means how to make citizens believe that the government has been providing services that use public money responsibly

8. Citizen Influence

This means people feel that they can also affect the quality of service they received from the government

RESEARCH METHOD

This study used qualitative research methods. The research strategy was case study in the Office of Information Technology Management (KPTI) Municipality of South Jakarta. Primary Datas were collected through in-depth interview method and observation for 10 months. Secondary datas were collected from the KPTI documents.

.RESULT AND ANALYSIS

Development of management information systems for e-Gov as the South Jakarta Information Services via the Internet at the South Jakarta Municipality, require the necessary elements are: organizational structure,

staffing, systems and work culture.

In terms of organizational structure, Rosi, BA (the operational staff) explained that there are barriers in the South Jakarta Web management, especially regarding the amount and quality of management, which at this time, the number of staff responsible for updating the information on the Web in South Jakarta is only 1 (one) people, who assisted 4 (four) IT programmers. Yet the needs of South Jakarta Web manager number is 4 (four) and professional quality is adequate and optimal. The following interview excerpt:

“What else we can do this unadequate of the number of officers those are not in accordance with the Web management demands of South Jakarta, which is 4 (four) staff ... but now we have the technical personnel, programmers, data base. Some people are still a honorary staff, and some works are still being outsourced which those are taking programmer, communication bachelor, analysts. These staffs do not need to be encouraged to push doing technical matters more, because they already know their jobs.”

The other constraint is the restructuring of the Office of Information Technology Management (KPTI) South Jakarta Municipality, which affects the adjustment of working situations and inter-unit synergies within the new organizational structure. As expressed by Asrul, SH., as follows:

“There is also a change in organizational structure for the Web in South Jakarta, initially known as KPTI, established in 2009 as the Coordinator Information and Public Relations Society, renamed became The Sub Communications Information and Public Relations, which oversees of the Head Section of Information Technology of information Systems and the Head Section of Public Relations levels. Well there is a change in position, where the position of communication information now in terms of information technology policy rather than the policy - a service policy in units. Now the task is preparing the Section of Information Technology hardware and software. Hardware, netware and software supports needs further development, specifically in the website. These can achieve datas from related units such as the building permit service. The decision of the overall application services remedy from back office to front office, depend on each service units. The information technology gives full supports for these. “

From interviews with the above, it appears that in terms of staff, re-

quired employees or staff who have skills or technical skills both soft ware and hard ware in the field of computer information technology and willing to work hard, considering the application of e-gov in South Jakarta municipal government that's something new and many challenges. As expressed by Asrul, SH., as follows:

"...current number is still inadequate, so it is still necessary to qualify employees willing to work hard, have a strong achievement motivation, and independent. According to the nature of the work, working hours are not bound, the important thing is a product. Now we need four people, but there are just two people, whom their classification is not a programmer, just network engineer. Well we lacked of data base applications programmer to handle theses, in this the terms we use outsourcing to knowledge transfer, use part time staf."

Then for the aspects of the system, will be constructed Data Base Management System (DBMS) to facilitate information services to the public, especially to the mass media and for the nature of the task of Information and Public Relations Coordinator Community is focused on the preparation of hardware, software, website development and management. It is known from interviews with Drs. Agus Suprianto, as follows:

"...in this way, we will have a plan and direction (city government) regarding the public service, the information system will be constructed Data Base Management System (DBMS) to facilitate information services to the public, especially the mass media. Regarding the duties and functions of Information and Public Relations Coordinator for Communities in the basics is to prepare the hard ware, software, make and manage a website."

This is also confirmed by Mr. Asrul, SH as Head of Sub Office of Communication, Information and Public Relations of South Jakarta Municipality, related to the management information system implementation mechanism contained in the e-Gov program in Jakarta, the city will build a public information service system based information technology called data Base Management System (DBMS). This system will facilitate information services to the public, especially to the mass media. Here are excerpts of the interview results as follows:

"...yesterday The governor, who was represented by Mr. Yuswil Iswantara Head

Official of Mass Media Jakarta Government explained that the DBMS is more geared to the needs of the mass media. But at a later stage, planned public access, especially information about city government policies. In addition, the budget for DMBS for the City Council approved a provincial priority programs. This is related to information technology plan to implement e-Government in the implementation of appropriate Regional Medium Term Development Plan 2008-2013. If the DBMS has been in operation, the reporter will be easier to obtain data and information needs to complete their writing in printed media and electronic media. So the Mayor of South Jakarta also follow up e-Gov policy by building networks of information technology to join the new mutual inter-unit, between units of service to the community.”

According to Drs. Agus Suprianto, management information systems as information services via the South Jakarta Municipal internet Service is very strategic. For integrated services such as making Municipal Governments’s annual reports or statements online. To create an integrated service then, there are steps must be taken, i.e: preparing hard ware, soft ware, web site. This web site concerning relevant data from the unit connected to each other, such as the building permits or ID card services, as to whether the application has been prepared for storage in the front office. This was stated by Agus Suprianto in the following interview excerpt:

“management information systems as a service to an integrated service, is very strategic, for example, make a report online, need to be built to prepare the hard ware, soft ware, web site”

In the early stages, the development of e-Gov systems, will be implemented in the internal level first, and when ready networks and devices supporting it will be directed interactively via wireless media, or internet. It is further stated by Mr. Asrul, SH., as follows:

“...Mr. Yuswil also explained that its shape is like a Local Area Network. It can not be accessed directly through the website. But for the plan ahead, the Mayor and his staffs DKI Jakarta will get up a public information service website. So we’ll Go IT.”

From the aspect of organizational culture, it is known there is a need

to create and develop a culture of leadership and management style to suit the demands of information age technology, the old bureaucratic culture has been internalized in the operations of the machine work so deep, so there is a necessity of the awareness to reverse direction to perform reform of the working culture of professional bureaucracy. It is extracted from interviews with Asrul, SH., with the following interview excerpt:

“... there is a different work culture, ie. the other unit’s staffs usually their routine time work from eight to four o’clock already, but sometimes Web South Jakarta Unit get overtime works to manage the web’s service , the routine time work would not fit anymore especially when put up the web network There was a need to build a culture work with the leadership and management style to suit the demands of information age technology. Now IT’s staffs usual go home late night to complete their work over office hours, depend on what time finishing the works “

Benefits of management information systems in support of Web information services in South Jakarta, seen from the benefits of open access interactive information in e-Gov, as below:

- a) submission of any information to the public
- b) open access to public participation in development and reform of public services that have been made.

Point b comes along with the principle which Skelcher said that a public service must provide enough informations and easy for citizens to access. In particular the benefits of application management information system in South Jakarta Municipal Government, are :

- a) Facilitate services in the framework of integrated services, particularly the licensing of City, Tourism, Population, the building construction permit
- b) To monitor the maintenance process ID file, the building permits via SMS

Constraints in the implementation of a management information system application of e-Gov South Jakarta Municipality, noted from the interview with Agus Suprianto as follows:

- a) Human resources are limited, both in terms of numbers and the abil-

ity (skill). The existing human resource needs training and development.

- b) Rotation of employees hamper the sustainability of the plan
- c) Work Culture that is still needed guidance and awareness of the importance of cooperation and excellent service
- d) Still finding pirated programs on the market.
- e) Not integrated data base.

Constraints in the management information system was presented by Agus Suprianto, as the following interview excerpt:

"... software or programs that we want to use a lot of pirated stuff...not great ... it has not yet integrated database. There are other issues, here the frequent rotation of staff inhibits the sustainability of this plan."

As for solving these problems, which have been implemented by the Municipality of South Jakarta, is related to rewards and incentives for line employees and management information systems reforms to better managed in an integrated manner. This was disclosed by Drs. Agus Suprianto, in the following interview excerpt:

"... Yes to that, we are looking for solutions, for example, we honor and love our jobs outsourced IT programmer had to tender an appropriate default rules, before being met quantity and quality of IT managers to better management information system managed in an integrated manner."

This is confirmed by Asrul, SH., Head of Information Communication and Public Relations Sub Municipality of South Jakarta that:

"... The LAN and website e-Gov in order to facilitate the delivery is expected later on any information to the public. For example, journalists need the data space, staff Data Base Management System (DBMS) will help by submitting a complete compact disc (CD). Likewise, if the reporter needs local regulation, the DBMS provides on CD and can be transferred via USB flash disk. Also, it would also opened a public service by the SMS Center number 2206. If the web system run well, so public services will be better. Well, Jakarta residents can submit suggestions and aspirations via SMS to number 2206. Contents of the SMS will be forwarded to the relevant units or Local Government Decree (SKPD) for further action. DBMS is planned to operate after 2008 budget approval, but

until now have not realised “

Therefore, the existence of the system of information on Jakarta Head Capital Government and especially in South Jakarta City Government is to implement paperless policy organization intended to speed up the service from manual to fully integrated processing system and is on-line or automated and bring the results as well as access to public services to the public. As noted by Drs. Agus Suprianto as follows:

“... which certainly does ... the role of management information systems to speed up service from a manual to copy the file.”

However, these current e-Gov's services featured in the Web South Jakarta Municipal is limited, as a medium of public information but not to the essence of an integrated and interactive public services, and a new phase of information dissemination to the public. This was conveyed by Drs. Agus Suprianto in the interview, as follows:

“... In the meantime, ... Web South Jakarta Municipal still limited to reporting on the activities or ceremonial occasions of the Mayor, static data, the terms of service ID, the building construction permit, Mayor's organigram, so now this new Web South Jakarta Municipal serves as an information tool for public policy, is expected to input information for public policy for us ... Now our management information systems here (South Jakarta Municipal Government) has not reached management information systems, but just spreads of the new information, on the other hand, the demands and expectations of e-Gov's will be implemented the integrated services, later in South Jakarta. That we've got the infrastructure to the villages, but not the network connection, and our human resources are not ready yet. “

Limitations of Web South Jakarta is also confirmed by Asrul, SH in the interview, as follows:

“Well for now, Web South Jakarta Municipal still trying to inform the activities of the mayor and Empowerment and Family Welfare (PKK) to the public. But in the future we will still create an interactive one-stop service in the public service. “

From the results of interviews above and observations over the envi-

ronment and work in Web South Jakarta Municipal, it is known that the role of management information systems in creating competitive advantage and improved quality in the Municipality of South Jakarta, are:

- a) Facilitate the public service, making public service better
- b) the integrated data base can create the integrated services such as licensing for urban development, tourism, population, the building construction permit
- c) the LAN network conducts to the District / Sub-district, will speed up communication, improve public service management, minimize administrative costs, levies and reports.

In fact, South Jakarta Municipal Government in developing a management information system to support the South Jakarta Web, it has set up a cutting-edge hardware and network investment which expensively costs, but it still faced the constraints of human resources and infrastructure readiness. It is conveyed by Drs. Agus Suprianto in the interview, as follows:

“Network LAN with sub-districts or sub-village, but now hit the budget, there are applications that are online, such as acceptance of the system, but the village has not run due to the rental network’s cost. We also already purchased the hardware and network which expensive, but yes ... it is our human resources are not ready and still need time to prepare an online network infrastructure today.”

From the observation of in South Jakarta Municipal Web service and interviews with some of South Jakarta Web user, it is known that the public service is in priorities because people feel public service over the Web in South Jakarta is still far from the standard of service quality. Here are excerpts of an interview with Ms. Tini, who was getting the building construction permit, as follows:

“... yes I’ve seen on the internet South Jakarta Municipal Web, but we could not get it of through the internet, so we’ll still be here (Building Construction Permit Unit) the South Jakarta Municipal Government. Try ... what a public service!..is still far from we hope, but yes there are already done service better with the internet”.

Thus needed to be changes, as for the recommendations presented by

Drs. Agus Suprianto, as the internal e-Gov and Web South Jakarta need the hardware to support applications, personal computers (PCs), monitors need to update again, so do the knowledge of operational staffs. For the short term, there are network plans on line (e-mail) between the units and for that, some of the Government Agency already has a website. Also in the long run, should have a strategic plan, i.e:

- a) the realization of all the inter-unit online network (LAN),
- b) training for all staff and the leadership of e-Gov
- c) managing the whole range of e-Gov in Jakarta, including the Municipality of South Jakarta in 2011 should be free of pirated programs, the programs and Web applications used in South Jakarta must be legal and licensed according to the direction of Republic Indonesia's Ministry of Communication and Information and Ministry of Research and Technology,
- d) realization of LAN communication network to the District, Village, which is connected directly with the office LAN Municipality of South Jakarta.

Here are excerpts of an interview with Drs. Agus Suprianto in the interview, as follows:

"... Yes it was necessary hardware to support applications, personal computers (PCs), monitors that need to be upgraded, including the upgrading of knowledge to my staff ... the short term, there are network plans on line (e-mail) inter-unit and multiple sub already have a website. Because there is Regulation of the Minister of the Internal Affairs of Republic Indonesia 2007/200 one stop service (PTSP) , well... Jakarta Headquarter has not establish one stop service, an integrated services. For the long term, all the online inter-unit, all in 2011 should be free pirated programs have lisenche, appropriate staff training program as Minister of Research and Technology's discourse. Ministry of Communication and Information leads us to overcome it (pirated) to a free open source. This year in sub-district /village there is the training of human resources for opensource, eg linux. End of the month (May 2009) there are opensource training. Training of The Office of Information Technology Management (KPTI) to village or district with speakers from internal and external expertise or practitioners. Continue to exist ... to the district communications network, the Village Heads can communicate directly via to the Mayor's office ... Now again, we build an application on

line for retribution and it can be documented. Besides, there are also training staff in KPTI (Mayor's Office). Prioritized public services, public service meetings held to support applications which run back, take the PC and the printer updating expandably, although there some old PC. Now the New Officials whose got rotation only a few months ago from East Jakarta ... must be upgraded their knowledge from IT experts, practitioners, network security. There are often asked upgrading the web network Civil Service Police Unit, Construction Services, business license letter (SIU JK), Birth Certificate, and others Civil Certificate. "

Implementation of e-Gov, and need to get policy support from the top management and the support of these units. Political will was top down, from instructions of the Mayor and the use of the public service application that had been prepared. Support from units such as South Jakarta Web's updating requests of Civil Service Police Unit, Construction Services business license, SIU JK, Birth Certificate, Civil Certificate.

Management information systems in support of improving the quality of public services in South Jakarta Municipal Government has been in the direction of network development on-line public services that are supported by an integrated management information system, although there are still obstacles to the its operational . Therefore, the role of management information system and IT support to improve the quality of public services in South Jakarta Municipal Government is still not optimal because its implementation is still an incremental, step by step (gradual) and less in integrating the planning control.As stated by Mr Asrul. SH, as follows :

"... Even from the computer, the file can be created for computer application files, file monitoring, and even prepared the public be notified to process files with short messages system (SMS). But yes ... that ... there are barriers due to a officials rotation policy periodically for their carrier promotion, which it makes officials in charge change so often in each period, so there is no continuity planning ..."

The role of management information systems in support of improving the quality of public services in South Jakarta Municipal Government is very significant or meaningful, if actually implemented with a strong and integrated system. It was stated by Mr. Asrul. SH.

The Republic Indonesia local government problems facing in implementing the use of information technology in management information systems is to utilize the information by using information technology for e-Gov and policy-making. It is stated by Eko Prasajo, an Indonesia public administration expertise, in following interview excerpt:

“For Indonesia in the implementation of e-Gov is important is to utilize the information by using information technology in making decisions, making ease of service. Additionally MIS can help create a competitive advantage because the data needed in decision-making can be obtained quickly. Especially as the island nation, e-Gov services has become very important because it can be a liaison and accelerate national coordination and local decision making at the national level can be fast. Thus the management information system can be better.”

Therefore, to optimize implementation of e-Gov in South Jakarta Municipal Web, South Jakarta Municipal should use of the cutting edge of information technology properly, harmonize with environment and human resources characteristic, so does the culture approach.

SUMMARY

Application of management information systems (MIS) are used to support the development of e-Gov plan in the South Jakarta Municipality is in the process, where the South Jakarta Municipal Government has established the organizational structure Coordinator Public Information and Public Relations (formerly the Office of Information Technology Managers) and their main task function. MIS application used to support the development of e-Gov plan in the municipality of South Jakarta is still in the stage of dissemination of information (publish level) and interaction stage yet. Purpose of MIS applications on line at the South Jakarta Municipal Government planned to integrate services in the management of ID cards, building construction permit, license (urban planning, tourism, population). Some constraints on the MIS Web applications in South Jakarta, including the quantity and quality of human resources, limitation of budget used, infra structure (infrastructure), system and culture that is still too bureaucratic, it has not got to professional work culture, especially those can not accommodate the dynamic demands of work field of information technology yet.

The benefit of using e-Gov in South Jakarta Municipal Government is to create a competitive advantage, because it can speed up decision making to regional and national level, public service more effective, easier communication between the elements, helping to eliminate paperwork management file system into a digital system in the IT (relational database management system). In the end, with the e-Gov South Jakarta Municipality of South Jakarta through the Web, public service effort to be more rapid, open, efficient and effective.

REFERENCES

- Budd, Leslie and Harris, Lisa (ed.). 2009. *e-Governance: Managing or Governing?*. New York. Routledge
- Denhardt, Robert B., and Denhardt, Janet Vinzant. 2003. The New Public Service: Serving Rather Than Steering, *Journal of Public Administration Review*, Vol. 60 No. 6. p: 549-559
- Indrajit, Richardus Eko. 1995. "Manajemen Sistem dan Teknologi Informasi" (Bunga Rampai Koleksi Klasik Richardus Eko Indrajit) pada <http://creativecommons.org/>
- Indrajit, Richardus Eko. 2002. *Electronic Government: Strategi Pembangunan dan Pengembangan Sistem Pelayanan Publik Berbasis Teknologi Digital*. Yogyakarta. Penerbit Andi
- Kotler, Philip, 1997. *Marketing Management: Analysis, Planning, Implementation and Control*. Englewood Cliffs, N.J. Prentice Hall International, Inc
- Lovelock, Christopher H. 1992. *Managing Service*. Prentice Hall Inc, Englewood cliffs. New Jersey
- Skelcher, Chris, 1992. *Managing for Service Quality*. London. Longman Group
- Thoha, Muharto, and Darmanto. 1999. *Buku Materi Pokok ADPU4431 Perilaku Organisasi*. Jakarta. Universitas Terbuka
- Widodo, Joko. 2001. *Good Governance: Telaah dari Dimensi Akuntabilitas dan Kontrol Birokrasi Pada Era Desentralisasi dan Otonomi Daerah*. Surabaya. Penerbit InsanCendekia
- World Bank Group. 2001. *Electronic Government Procurement: Mexico's Compranet Pilot Project*. Washington.

Wulandari, F. Ratih, Rahmatini, Murni and Pryanto, Agus. 2009. *The Role of Information Systems Management in the Creation of Competitive Advantage and Quality Improvement Services Public Information in South Jakarta Municipality*. (Research Report). Jakarta. Open University of Indonesia

Zeithaml, V A. Parasuraman, and L. L. Berry. 1990. *Delivering Service Quality*. New York. The Free Press.

Website

<http://gregor.web.id>

Document

Presidential Instruction No. 3/2003 about national strategy and policy of e-Gov development.