

## Application of E-Government in Efforts to Improve Public Services (Study in Papua Province)

Aldrin Watson Gainau

Prodi Administrasi Publik, Universitas Cenderawasih

**Corresponding Author:** Aldrin Watson Gainau [gainaualdrin@gmail.com](mailto:gainaualdrin@gmail.com)

---

### ARTICLE INFO

*Keywords:* E-Government, Public Service, Special Autonomy, Papua

*Received :* 27, March

*Revised :* 29, April

*Accepted:* 30, Mei

©2023 Gainau: This is an open-access article distributed under the terms of the [Creative Commons Atribusi 4.0 Internasional](https://creativecommons.org/licenses/by/4.0/).



### ABSTRACT

This study aims to discuss the implementation of e-government in the era of special autonomy in Papua as an effort to improve the quality of public services. The method used is through a library approach. Data were obtained from various literature sources relevant to the research topic, then data analysis was carried out in several stages; reduction, presentation, conclusion and verification. The results of this study indicate that the implementation of e-government for the Provincial Government of Papua can be used as a new model both in leadership style, policy making, new means of responding to public complaints, public accountability, including in administration and service management, as well as a forum for outreach to the community based on achievements. good governance.

---

## **INTRODUCTION**

The presence of the government is expected to be able to provide welfare to the community. As mandated in the preamble to the Constitution (UUD) of the Unitary State of the Republic of Indonesia "to advance public welfare". Talking about advancing people's welfare is also emphasized in the theory of the "welfare state" or the concept of a welfare state that the state guarantees the welfare of its people. Nevertheless, until now in living the life of the state, the issue of welfare is still an important problem that must be faced (Nurfitriyana et al., 2014).

Therefore, one of the efforts that can be made in the context of realizing an increase in people's welfare is through the implementation of prime quality public services. Likewise, Nainggolan (2021) said that achieving people's welfare has a very close relationship with the quality of public services. According to Utami et al, (2020) to accelerate the increase in people's welfare where the realization can be done through improving public services in the regions. Since the enactment of regional autonomy, regional governments with their authority are expected to be able to present policies to answer various problems faced by the community, including in the field of public services. In the same vein, Hamid (2011) said that with the concept of regional autonomy, the regional government then has great authority to establish policies, including service policies that are appropriate to the situation and conditions in the area.

This is because the provision of quality public services to the community is crucial and non-negotiable, along with the needs and demands of the community to obtain responsive and efficient services (Dwimawanti et al., 2004). Then the presence of Law Number 25 of 2009 concerning Public Services confirms that the implementation of public services is the government's obligation to fulfill the needs and rights of every citizen (Jamaluddin, 2016). However, currently the policies that are created in relation to the provision of public services are not fully capable of being a solution to answer various existing problems (Sapioper et al., 2021).

The same thing was conveyed by Rohayatin et al., (2017) who stated that in reality the services provided by government officials have long been the center of public attention along with the many cases related to the provision of public services which are considered to be not in favor of the interests of the community as service users. It was then revealed, based on data from the Ombudsman of the Republic of Indonesia, the provision of services provided by the Regional Government has the most complaints from the public. The public reports received by the Ombudsman RI throughout 2021 reached 7,186 reports, of which the most reported were local government agencies, reaching 40.99% (Waseso, 2022). This then makes the implementation of public services carried out by the

regions still an interesting issue to be discussed, including the provision of public services in eastern Indonesia, Papua Province.

The Provincial Government of Papua has made many changes in improving the quality of public services in the sectors of education, health, licensing, population administration services as a step to optimize the implementation of Special Autonomy for Papua. However, the implementation of e-government for the purpose of improving the quality of public services still encounters obstacles, especially regarding geographical conditions and access to internet networks. As a recommendation, there needs to be good infrastructure support for inter-regional access as well as internet network support. This is an important record for the government in the framework of carrying out development in the Land of Papua in order to achieve people's welfare. As in the concept of a welfare state, it has been emphasized that the state is obliged to guarantee the welfare of its people.

## **LITERATURE REVIEW**

### **E-Government**

e-Government is a form of service implementation that can improve the quality of public services based on technology and communication in order to answer the demands and needs of the public who want fast data processing and accurate information. e-Government is needed to increase the efficiency, effectiveness, transparency and accountability of government administration with the aim of increasing public trust in the image of government services, especially the bureaucracy.

Heeks, in Silalahi et al., (2015) states that e-Government is an information system, which can be described as a socio-technical system because it is a combination of social and technological aspects. In e-Government, information systems/computers are not only used as supporting tools in serving the community but also functioned as servants themselves. In that concept, people are given the choice to interact with humans (government employees) or with computers (via government agency websites on the internet). By expanding the function of the information system, it is hoped that practices that are detrimental to society and the country originating from weak ethics and poor employee work culture can be reduced (Cahyadi, 2003).

### **Public Service Concept**

The term public service is also commonly referred to as public service or community service. Public services can be interpreted as a series of activities in the context of fulfilling the need for services to citizens in the form of goods and services, and/or administrative services by public service providers in accordance with statutory regulations (Riani, 2021). According to Rukayat (2017) public service is an effort made by either a group or a bureaucrat in order to provide assistance to the community in order to achieve certain goals. Meanwhile, Datamora & Malau (2019) define public service as a process of providing services to the community based on predetermined basic rules and procedures. Based on some of these opinions, the authors synthesize that public service is a process of providing services by service providers to the public as service users with reference to applicable regulations.

## **METHODOLOGY**

In conducting research it is important the method used. The method in the Big Indonesian Dictionary (KBBI) can be defined as an orderly method that is used to carry out a job so that it can be achieved according to the desired goals or goals that have been planned beforehand (Ilham, in Tokang, 2023 ).Based on this definition, this study uses the literature study method, where data comes from literary sources that are relevant to the research topic. According to Hamzah, in Ilham et al., (2021) said that the library method is part of qualitative research that has an emic perspective, in library research the subject is library materials. According to Tebay and Ilham (2021), sources of data from this study were obtained from various documents in the form of articles, papers, essays, documents from seminars, online platforms and others. The data analysis was carried out through several stages, including; begins with the stages of data collection, data reduction, data presentation, drawing conclusions and verification.

## **RESEARCH RESULT**

### **Papua Special Autonomy Era Public Service**

The presence of Law Number 21 of 2001 concerning Special Autonomy for Papua as a special policy then provides space for the Provincial Government of Papua to regulate and manage the interests of its people through the special authority granted. This special authority, according to his own initiative, is based on the aspirations and basic rights of the Papuan people which are part of the implementation of responsible autonomy (Maisini, 2015). Furthermore, in this context (responsible autonomy) in the form of the realization of accountability as a consequence of granting rights and authorities to the regions with the aim of achieving the objectives of the autonomy granted, one of which is increasing the provision of public services (Bratakusuma in Maisini, 2015).

Nevertheless, referring to the dissertation entitled "Analysis of the Quality of Public Services on the Performance of Economic Development in the Province

of Papua" it is stated that if the implementation of public services in Papua is still not optimal, this is shown where education is not evenly distributed, health facilities are inadequate, including licensing procedures that are not optimal. considered less effective (Buinei, 2012).

Seeing that, improvements continue to be made in the field of education, various efforts are being made to advance education in the Land of Papua, one of which is by increasing access to services and strengthening education as a strategic step to increase productivity and competitiveness (Papua Today, 2017). Furthermore, in the release of Papua Today (2017) it is stated that under the leadership of Lukas Enembe a lot of progress has occurred, while the parameters are an increase in the Human Development Index along with improvements in educational infrastructure, school participation as well as accreditation of educational units. In the health sector, the Minister of Health of the Republic of Indonesia admits that health development in the special autonomous region of Papua is getting better (Aldila, 2021).

Efforts to improve health services continue to be carried out. such as meeting the needs of health workers as well as increasing hospital capacity (Kandipi, 2022). For licensing services, the Provincial Government of Papua has succeeded in launching an online-based licensing service, with this breakthrough it will make it easier for investors to invest in Papua. Launching the media site merdeka.com, the innovation of online-based licensing services is the result of collaboration with the Corruption Eradication Commission of the Republic of Indonesia.

### **Application of E-Government**

Seeing the demands of the times that are progressing so rapidly, today Information and Communication Technology (ICT) is also experiencing developments that have penetrated almost all lines of human life, including in the field of government. To answer problems in the field of public services. The Governor of Papua, Lukas Enembe, said he wanted to improve his relationship with public services in Cendrawasih, both at the provincial and district/city levels (Wildan, 2017). Improving public services is not only at the provincial level but up to districts/cities throughout the Province of Papua, including increasing the Human Resources (HR) of the managers (Aji, 2017).

Lukas Enembe's wish was not just a discourse, the Provincial Government of Papua then responded to problems in the public service sector by adapting the use of information technology in the government sector. This breakthrough was made through the implementation of e-government in the government sector. According to Lukas Enembe, these improvement efforts are expected to provide convenience in carrying out supervision through the implementation of e-government (Wildan, 2017). Furthermore, Lukas Enembe acknowledged that with the support of increasingly sophisticated technology, it would provide its own convenience in providing quality services. Therefore, the bad habits and character inherent in government must be changed in order to provide the best service to the public and the business world.

On the anniversary of Regional Autonomy in Sidoarjo, East Java, Governor of Papua Lukas Enembe revealed that during the Otda trip there had been many changes in relation to the services provided by the Papua Provincial government, these changes were due to the authority granted through the policy of the Special Autonomy Law for Papua (*Papua.go.id*, 2017). Then the issuance of the policy of the Governor of Papua Regulation Number 17 of 2020 concerning the Implementation of Public Services within the Papua Provincial Government, is part of an effort to make improvements in the field of public services. This regulation aims to; first, the realization of a public service organization system that meets service standards; Second, the realization of legal certainty regarding rights, obligations, authorities and responsibilities as well as protection for all parties related to the implementation of public services; and thirdly as the basis for internal oversight institutions, and external oversight (Government of Papua Province, 2020).

Furthermore, improving services in the field of population administration is also a very important thing to do. This is because this type of service is closely related to a number of other services provided by the government. Where population data will have a major impact on other services, without the support of population data, it will be difficult for the community to access various basic services, such as; education, health, social services. On the government side, with accurate population data, it will make it easier to plan and allocate the budget for each development program (Syaifullah, 2019).

Then through the Declaration of the Indonesian Movement Aware of Population Administration (GISA) is one of the efforts made to improve population administration in Papua. Referring to the official website of the Social Service, Population and Civil Registration Provincial Government of Papua *Dinkesos.papua.go.id* (2018), another effort made in the framework of improving population administration through assistance for the district Population and Civil Registration Service, bringing equipment from province to district, presenting the Directorate General of Election of the Ministry of Home Affairs, strengthening coordination with various parties (local government, community leaders, religious leaders). Furthermore, in the context of regional innovation, the Provincial Government of Papua has also created an innovative Papuan Information System (SIO Papua). The birth of the innovation "SIO Papua" is an electronic database system (population, social and economic) for every resident in one village, then later through this program it is hoped that it will become a data provider for stakeholders towards optimizing the implementation of Special Autonomy for Papua.

During the government of Lukas Enembe, Papua Province continued to make efforts to improve the quality of public services. One of them is through a breakthrough by adapting the use of information and communication technology

(ICT) through the application of e-government in running the wheels of government. With the implementation of e-government in Papua Province as a new model in leadership style, policy making, new means of responding to public complaints, public accountability, including in the management of delivery and services, including the dissemination of information to the public based on the achievement of good governance (Suroso, 2018).

In the study of the science of public administration, the steps taken by the Governor of Papua, Lukas Enembe, are actually an embodiment of improving the quality of public services through the implementation of e-government, where this effort is in line with the new paradigm of public administration "new public service". According to Pasolong (2017: 162), this paradigm means that the government operates not as a business but as a democracy. According to Ilham, (2021) the democratic values offered by the new public service concept can actually be implemented through the implementation of e-government. With the implementation of e-government for the Papua Provincial government, it has increasingly opened up space for public participation in every process of public service delivery.

Nevertheless, the implementation of e-government in Papua is experiencing a number of obstacles. This is based on the results of a study by researchers from the Gadjah Mada University Papua Task Force, Nugroho (2022) who saw that digital transformation in Papua still faces several complex challenges, such as; security, geographic conditions, and the digital divide. He continued, regarding extreme geographical challenges impacting the realization of quality public services while the digital divide, where limited internet services have an impact on meeting office needs both at the district and district levels.

## DISCUSSION

The presence of Law Number 21 of 2001 concerning Special Autonomy for Papua as a special policy then provides space for the Provincial Government of Papua to regulate and manage the interests of its people through the special authority granted. In the context of the implementation of public services in the era of special autonomy in Papua, it is still not optimal, this is shown where education is not evenly distributed, health facilities are inadequate, including licensing procedures which are considered to be less effective.

Seeing that, improvements continue to be made; such as increasing access to services and strengthening education as a strategic step to increase productivity and competitiveness, under the leadership of Lukas Enembe a lot of progress has been made, while the parameters are increasing the Human Development Index along with improving education infrastructure, school participation as well as accreditation of educational units. In the health sector, health development in the special autonomous region of Papua is getting better through continuous improvement in health services, such as meeting the need for health workers as well as increasing the capacity of hospitals. For licensing services, the Provincial Government of Papua has succeeded in initiating online-based licensing services.

During the government of Lukas Enembe, Papua Province continued to make efforts to improve the quality of public services. One of them is through a breakthrough by adapting the use of information and communication technology (ICT) through the application of e-government in running the wheels of government. With the implementation of e-government in Papua Province as a new model in leadership style, policy making, new means of responding to public complaints, public accountability, including in the management of delivery and services, including the dissemination of information to the public based on the achievement of good governance.

In the study of the science of public administration, the steps taken by the Governor of Papua, Lukas Enembe, are actually an embodiment of improving the quality of public services through the implementation of e-government, where these efforts are in line with the new paradigm of public administration "new public service". This paradigm gives the meaning that the government operates not like a business but as a democracy. The democratic values offered by the new public service concept can actually be implemented through the implementation of e-government. With the implementation of e-government for the Papua Provincial government, it has increasingly opened up space for public participation in every process of public service delivery. The implementation of e-government in Papua has experienced a number of obstacles, digital transformation in Papua still faces several complex challenges, such as; security, geographic conditions, and the digital divide.

## **CONCLUSIONS AND RECOMMENDATIONS**

The implementation of quality public services will stem from the improvement of people's welfare. As mandated in the opening of the 1945 Constitution (UUD) "the promotion of public welfare". The development of Information and Communication Technology (ICT) has increasingly opened up space for the government to improve the quality of public services based on the realization of people's welfare. In Papua, digital transformation has strengthened in the public sector in recent years. The government has responded to this by adapting information and communication technology into government administration through the implementation of e-government. The application of e-government for the Papua Provincial government is considered to be a new model both in leadership style, policy making,

As a closing note, under the captain, Lukas Enembe, the Province of Papua has made many changes, including improving the quality of public services, both in the education, health and licensing sectors. Likewise in the field of population administration services as a step to optimize the implementation of Special Autonomy (Otsus) for Papua. Nevertheless, in the course of implementing e-government for the purpose of improving the quality of public services, various obstacles are still encountered, especially regarding geographical conditions and access to the internet network.

Therefore, the availability of infrastructure support, both access between regions as well as adequate internet network support, is a necessity in the effort to realize prime quality public services. So this is an important record for the

government to pay serious attention to in the context of carrying out development in the Land of Papua in order to achieve progress in people's welfare. As in the concept of a welfare state, it has been emphasized that the state is obliged to guarantee the welfare of its people.

### ADVANCED RESEARCH

This article is the result of a literature review, so it is possible for new developments to occur when the research reaches the hands of its readers. Therefore, it is hoped that there will be similar research with different data collection methods in order to strengthen the results of this study, in relation to improving e-government-based public services in the era of Papua's special autonomy.

### ACKNOWLEDGMENT

The author would like to thank all parties involved in contributing in writing this article, starting from the data collection stage until this paper can be published.

### REFERENCES

- Aji, W. (2017). Gubernur Papua Ingin Perbaiki Pelayanan Publik dan SDM. *Tribunnews.com*, (Accessed, 10 June 2022) <https://www.tribunnews.com/regional/2017/05/04/gubernur-papua-ingin-perbaiki-pelayanan-publik-dan-sdm>.
- Aldila, N. (2021). Menkes : Pembangunan Kesehatan Papua dan Papua Barat Membaik. *Bisnis.com*, (Accessed, 10 June 2022), <https://m.bisnis.com/amp/read/20210607/1402279/menkes-pemabangunan-kesehatan-di-papua-dan-papua-barat-membaik>.
- Aprianty, D. R. (2016). Penerapan kebijakan e-government dalam peningkatan mutu pelayanan publik di Kantor Kecamatan Sambutan Kota Samarinda. *Jurnal Ilmu Pemerintahan*, 4(4), 1589-1602.
- Buinei, Yesaya. (2012) Disertasi Yesaya Buinei: "Analisis Kualitas Pelayanan Publik Terhadap Kinerja Pembangunan Ekonomi di Provinsi Papua". *Disertasi, Faculty of Economic and Business, Brawijaya University*.
- Cahyadi, A. (2003). E-Government: Suatu Tinjauan Konsep dan Permasalahan. *Journal The WINNERS*, 4(1), 1-12.
- Datamora, S., & Malau, H. (2019). Penyelenggaraan Mal Pelayanan Publik Untuk Masyarakat Di Kota Padang. *Jurnal Mahasiswa Ilmu Administrasi Publik (JMIAP)*, 1(4), 136-142.
- Dinkesos Papua. (2018). Pelayanan KTP-El Papua "Papua Pasti Bisa. *dinkesos.papua.go.id*, (Accessed, 10 June 2022)

- <https://www.dinkesos.papua.go.id/publik/berita/pelayanan-ktp-el-papua-pasti-bisa>.
- Dwimawanti, I. H. (2004). Kualitas Pelayanan Publik (Salah Satu Parameter Keberhasilan Otonomi Daerah). *"Dialogue" JIAKP*, 1(1).
- Hamid, Abdul. (2011). Otonomi Daerah dan Kualitas Pelayanan Publik. *Jurnal Academica Fisip Untad*, 3(1), 535-546.
- Ilham, S. S. M. S. (2021). *E-Governance*. Deepublish.
- Ilham, I., Frank, S. K. A., Flassy, M., Muttaqin, M. Z., Idris, U., & Yunita, D. I. (2021). Hjiir Mentuk: Potensi Kuliner Lokal Olahan Masyarakat Kampung Tobati Sebagai Daya Tarik Wisata Di Kota Jayapura. *Jurnal Pariwisata Pesona*, 6(2), 95-104.
- Kandipi, H. D. (2022). Pemerintah Terus Tingkatkan Pelayanan Kesehatan di Papua. *antaranews.com*, (Accessed, 10 June 2022) <https://papua.antaranews.com/berita/672281/pemerintah-terus-tingkatkan-pelayanan-kesehatan-di-papua>.
- Jamaluddin, Y. (2016). Model Peningkatan Kualitas Pelayanan Publik. *Jurnal TAPIs*, 12(1), 54-68.
- Maisini, A. (2015). Pelayanan Publik Oleh Pemerintah Daerah dalam Penyelenggaraan Otonomi Khusus Papua. *Lex Administratum*, 3(4), 92-98.
- Nainggolan, Edward. UP. (2021). Layanan Publik Berkualitas, Rakyat Sejahtera. *kemenkeu.go.id*, (Accessed, 9 June 2022) <https://www.djkn.kemenkeu.go.id/artikel/baca/13692/Layanan-Publik-Berkualitas-Rakyat-Sejahtera.html>.
- Nugroho, I. (2022). Puluhan tahun menjadi bagian dari Indonesia, mengapa tranformasi digital dan kesejahteraan di Papua masih jauh tertinggal?. *Theconversation.com*, (Accessed, 9 June 2022) <https://theconversation.com/puluhan-tahun-menjadi-bagian-dari-indonesia-mengapa-tranformasi-digital-dan-kesejahteraan-di-papua-masih-jauh-tertinggal-181710>.
- Nurfitriyana., Sjamsuddin, S., and Mindart, L. I. (2014). Pelayanan Publik dalam Upaya Meningkatkan Kesejahteraan Sosial (Studi tentang Tahapan Pelayanan Rehabilitasi Gangguan Psikotik Terlantar pada Dinas Sosial dan Panti Sosial Bina Laras Harapan Sentosa 3, DKI Jakarta). *Jurnal Administrasi Publik (JAP)*, 2(3), 564-570.
- Papuatoday.com. (2017). Potret Kemajuan Pendidikan di Era "LUKMEN". *Papuatoday.com*, (Accessed, 10 June 2022) <https://papuatoday.com/2017/04/11/potret-kemajuan-pendidikan-di-era-lukmen/>

- Papua.go.id. (2017). Gubernur Serukan Perbaikan Pelayanan Publik di Papua. *Papua.go.id*, (Accessed, 9 June 2022) <https://www.papua.go.id/view-detail-berita-4387/gubernur-serukan-perbaikan-pelayanan-publik-di-papua.html>.
- Papua Provincial Government. (2020). Governor of Papua Regulation Number 17 of 2020 concerning the Implementation of Public Services within the Government of the Papua Province.
- Pasolong, Harbani. (2017). *Teori Administrasi Publik*. Penerbit Alfabeta Bandung.
- Riani, Ni Ketut. (2021). Strategi Peningkatan Pelayanan Publik. *Jurnal Inovasi Penelitian*, 1(11), 2443-2452.
- Rohayatin, T., Warsito, T., Pribadi, U., Nurmandi, A., Kumorotmo, W., and Suranto, S. (2017). Faktor Penyebab Belum Optimalnya Kualitas Penyelenggaraan Pelayanan Publik Dalam Birokrasi Pemerintahan. *Jurnal Caraka Prabu*, 1(01), 22 - 36.
- Rukayat, Yayat. (2017). Kualitas Pelayanan Publik Bidang Administrasi Kependudukan Di Kecamatan Pasirjambu. *Jurnal Ilmiah Magister Ilmu Administrasi (JIMIA)*, 2(XI), 56-65.
- Sapioper, H. C., & Flassy, M. (2021). Kualitas Pelayanan Sertifikat Tanah Hak Milik di Kantor Pertanahan Kabupaten Jayapura. *Jurnal Borneo Administrator*, 17(1), 89-110.
- Silalahi, M., Napitupulu, D., and Patria, G. (2015). Kajian Konsep dan Kondisi E-Government di Indonesia. *JUPITER: Jurnal Penerapan Ilmu-ilmu Komputer*, 1(1).
- Suroso. (2018). "Pemprov Papua Evaluasi Pemanfaatan Aplikasi E-Government". *papuaposnabire.com*, (Accessed, 9 June 2022) <https://papuaposnabire.com/News/Read/4937-pemprov-papua-evaluasi-pemanfaatan-aplikasi-e-government> .
- Syaifullah. (2019). Tantangan Data Kependudukan Di Papua. *Baktinews.bakti.or.id*, (Accessed, 10 June 2022) <https://baktinews.bakti.or.id/artikel/tantangan-data-kependudukan-di-papua>.
- Tebay, V., & Ilham, I. (2023). Literature study: the community perception of rowing venue development in women's forest ecosystem, Youtefa Bay, Jayapura City, Papua. *Depik*, 12(1), 76-86.
- Tokang, M., & Yumame, J. (2023). Seeing the Atakkae Traditional House: Education, Tourism, Economic and Government Policy Perspectives in Its Development. *Journal of Educational Analytics*, 2(2), 141-156.

- Utami., Lambang,. & LA. (2020). Pemekaran Daerah, Wujud Pelayanan Pemerintah dalam Meningkatkan Kesejahteraan Rakyat. *mkri.id*, (Accessed, 9 June 2022) <https://www.mkri.id/index.php?page=web.Berita&id=16294>.
- Waseso, Ratih. (2022). Ombudsman RI : Layanan Pemda Paling Banyak Dilaporkan Masyarakat. *kontan.co.id*, (Accessed, 9 June 2022) <https://amp.kontan.co.id/news/ombudsman-ri-layanan-pemda-paling-banyak-dilaporkan-masyarakat>.
- Wildan, T. (2017). Lukas Ingin Benahi Pelayanan Publik di Papua. *actual.com*, (Accessed, 10 June 2022) <https://aktual.com/lukas-ingin-benahi-pelayanan-publik-di-papua/>