



Government Effectiveness in Improving Public Services Through Electronic Based Government System On Legal Documentation and Information Network Bangalore City

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ABSTRACT

This study The issuance of Presidential Regulation Number 33 of 2012 concerning the National Legal Documentation and Information Network is a manifestation of the Government's fulfillment of the right to obtain legal information so that the implementation of this Presidential Regulation must be effective. The type of research used in this study is descriptive qualitative research with a normative juridical approach, and data collection techniques by observation interviews and documentation, while the data analysis used is qualitative in nature. The research results show that the effectiveness of Network Management Documentation and Legal Information of the City of Bengkulu seen from various aspects including the first organization, with the establishment of the organization, organizing public services for legal documentation and information services in the city Bengkulu is in accordance with Presidential Regulation Number 33 of 2012. Second, standardization of Legal Documentation and Information Technical Management. Third, standardization of legal document procurement. Fourth Standardization legal information services namely Circulation Services which provide services borrowing and returning legal books or literature. Fifth standardization the JDIHN website, in this case the standardization of the Bengkulu City JDIH website has been obtained accessed properly with high processing speed, large storage capacity concise in electronic media as well as efficient and effective dissemination. Sixth standardization of JDIH Management Monitoring and Evaluation.

INTRODUCTION

The electronic-based government administration system is supported through Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development, Regulation of the Minister of Communication and Information Number 2 of 2015 concerning Procedures for Registration of Electronic Systems for State Administration Agencies and Government Regulation Number 95 of 2018 concerning Electronic-Based Government Systems that, through technology Communication and information are able to make the process of developing electronic-based public services optimally, evenly distributed, and spread to all levels of society.

The National Legal Documentation and Information Network is a forum for joint utilization of legal document materials in an orderly, integrated manner and continuously as well as a means of providing complete, accurate, easy and fast legal information services. Therefore the existence of JDIHN is an important matter in the development of national law, administration of government, and the life of the nation and state. The National Legal Documentation and Information Network is directed at utilizing cooperation on legal document materials, especially laws and regulations and other legal instruments in order to create a national legal documentation and information network.

The stipulation of Presidential Regulation Number 33 of 2012 due to the increasingly massive use of Information and Communication Technology in information search, including information on laws and regulations listed in paragraph (1) of Article 8 letter f, this is in order to improve services to the public for their needs. documentation and legal information easily and quickly. One of the global applications of ICT is the Internet network. Through this network, it can be said that it eliminates distances and boundaries in the dissemination and access to information so that information seekers can directly easily access information on laws and regulations

through the JDIH websites that have been built. The dissemination of information that is easily accessible with the one-click method has become the daily life of people wherever and whenever it has even become a trend for internet use in Indonesia.

The Laws and Regulations. The use of ICT in JDIH is also in the context of public services in the era of openness, in accordance with the principles contained in the implementation of public services, namely transparency, which is open, easy and accessible to all parties who need it and is provided adequately and easily understood.

For effectiveness in carrying out the mandate of the Presidential Regulation of the Republic of Indonesia, the Ministry of Law and Human Rights issued Regulation of the Minister of Law and Human Rights Number 02 of 2013 concerning Standardization of Technical Management of Legal Documentation and Information as implementation of the provisions of Article 8 paragraph (3) of Presidential Regulation Number 33 of 2012 concerning Documentation Network and National Legal Information which has the objective of providing guidance on management standards of the Legal Documentation and Information Network for JDIH Members.

So that the Provincial Government and District Government Upaten/Cities are required to carry out JDIH Management in accordance with regulations from the Ministry of Law and Human Rights and the Ministry of Home Affairs. The Ministry of Home Affairs needs to regulate the management of JDIH for Regional Governments because the Provincial Governments and Regency/City Governments are directly under the Ministry of Home Affairs. The management of JDIH in the Regional Government in accordance with Article 3 of the Minister of Home Affairs Regulation Number 2 of 2014 concerning Management of the Legal Documentation and Information Network of the Ministry of Home Affairs and Regional Government is carried out by the Provincial Legal Bureau of the Regional

Secretariat and in Regency/City Government it is carried out by the Legal Section of the Regional Secretariat.

In this case, the management of JDIH in Bengkulu City is carried out by the Legal Section of the Bengkulu City Regional Secretariat which carries out legal information services, especially statutory regulations both central and regional. In managing JDIH based on Presidential Regulation Number 33 of 2012, of course there are many obstacles to face, because there are two regulations which are Implementation Guidelines from Presidential Regulation 33 of 2012, namely Ministerial Regulation of the Minister of Law and Human Rights Number 02 of 2013 concerning Standardization of Technical Management of Legal Documentation and Information and Regulation of the Minister of Home Affairs Number 2 of 2014 concerning Management of the Legal Documentation and Information Network of the Ministry of Home Affairs and Regional Governments which may affect the effectiveness of the implementation of Presidential Regulation Number 33 of 2012.

MATERIALS AND METHODS

This study used a qualitative research design with a descriptive research type. The research method used in this research is descriptive interpretative. The author in this study analyzed in detail the data that had been collected regarding the government's effectiveness in improving public services through SPBE on the Legal Documentation and Information Network at the Bengkulu City Secretariat, then carried out an interpretation of the data that had been collected. Information that has been obtained by the author regarding the role of the Legal Documentation and Information Network.

The informant selection technique used in this study was to use a purposive sampling method, namely by selecting informants based on certain objectives or criteria. These criteria are that the informant is a staff member who has served as the manager of JDIH Bengkulu City, has served at least 1 year, is a JDI manager

who has also been a team member for forming Regional Regulations, is willing to participate in this research and can provide information about the role of JDIH. Based on the informant criteria, the researcher chose to determine 7 informants.

The data analysis technique used is qualitative analysis, descriptive interpretative. The steps of analysis are as follows:

1. Data collection. Data collection was carried out by observation and in-depth interviews and documentation, which consisted of main data and supporting data.
2. Data reduction. Data reduction is an activity of selecting and mastering data that is in accordance with the research focus so that it can be handled. Reducing means summarizing, choosing the main things, focusing on the things that are important and removing the unnecessary.
3. Data presentation. Display data, namely organizing and presenting available data in a narrative manner that allows drawing conclusions. After reducing the data and so that the data is easily understood by both researchers and others, the data needs to be presented. Presentation of data can use graphs, matrices, or tables.
4. Conclusion. Drawing conclusions is part of the research as a complete configuration. Conclusions or verification are carried out during the research. The meaning that emerges from the data must always be tested for its correctness and suitability so that validity is guaranteed.

RESULTS AND DISCUSSION

1. Implementation of Documentation and Legal Information Network and Purpose of Establishing Legal Documentation and Information Network

As a follow-up to the Government's availability of legal information Number 33 of 2012 in Bengkulu City concerning the National Legal Documentation and Information Network, so that everyone can easily access legal documentation and information in an orderly and well-organized manner in a

national network which is expected to increase understanding and public knowledge about law in particular and development in the field of law as part of national development in general. Based on this law, it can be seen that the functions of the Legal Documentation and Information Network are:

- a. Storage and processing of statutory regulations documentation and other legal documentation determined or owned by agencies as network members or received from the network center;
- b. Submission of copies of laws and regulations stipulated and or ratified by the President, Minister, Governor, Regents, Mayors or Heads of other Government Agencies/Institutions to the Network Center, in a form and amount mutually agreed upon;
- c. Provision and dissemination of information on all available laws and regulations and other legal documentation within the agency, and the public who need them;
- d. Development of management staff and legal documentation and information facilities within the agency; And
- e. Periodically evaluate the management of the legal documentation and information network in their environment and submit the results to the network center.

With the stipulation of Presidential Regulation Number 33 Year 2012 concerning the National Legal Documentation and Information Network which revoked Presidential Decree Number 91 of 1999 concerning the National Legal Documentation and Information Network, providing legal certainty and the benefits of the Legal Documentation and Information Network (JDIH) in the Bengkulu City Government as a member of the National Legal Documentation and Information Network in managing Legal Documentation and Information by providing facilities and infrastructure, as well as human resources and a budget of IDR 19,932,000 in 2021, IDR 20,591.00 in 2022 and IDR 22,823,000 per year 2023, this budget increases every year and is intended for maintenance and

management of JDIH servers and networks in Bengkulu City. The objectives of the Legal Documentation and Information Network are listed in Article 3 of Presidential Regulation Number 33 of 2012, namely:

- 1) Guarantee the creation of integrated and integrated management of Legal Documentation and Information in various government agencies and other institutions;
- 2) Ensure the availability of legal documentation and information that is complete and accurate, and can be accessed quickly and easily;
- 3) Developing effective cooperation between network centers and network members as well as among network members in the context of providing documentation and legal information; And
- 4) Improving the quality of national legal development and service to the public as a form of good, transparent, effective, efficient and responsible governance.

Based on the objectives of the establishment of the Legal Documentation and Information Network, it can be seen that the role of the Legal Documentation and Information Network is very much needed to improve the quality of national law development and as a concrete form of service to the public by ensuring the availability of legal documentation and information that is complete and accurate, and accessible. quickly and easily.

2. Legal Documentation and Information Network in operation e-government

Implementation of e-government in Indonesia began in From the 1990s to the present, the development is increasing rapidly, seen from government organizations that now have information service media based on technology and informatics. The presence of various technologies in the era of the industrial revolution 4.0 has transformed various forms of human work into automation processes, especially information technology, including in the field of legal information. One of them is a form of service providing documentation of legal products which is abbreviated as JDIH or

can be equated with online legislation based on the official government website. As a medium for disseminating information, JDIH has more or less changed the way the government bureaucracy works. Conventionally, it takes a long time to get copies of legal products that have been promulgated. Now with the use of the internet, as soon as a document is uploaded by an institution/agency, the regulation can be downloaded by anyone and anywhere so that the dissemination of a legal product can be carried out efficiently and effectively to increase public understanding of a law that applies in that region or country. e-government itself

Through Presidential Regulation Number 3 of 2003 concerning e-government development policies and strategies, the Government emphasizes the need to use information and communication technology in government management in order to increase government transparency and accountability.

3. Documentation and Legal Information Network in the City of Bengkulu Dissemination of Information on Regional Legal Products

The focus of this research is on how to implement the Bengkulu City Legal Documentation and Information Network in disseminating regional legal products in accordance with Presidential Regulation Number 33 of 2012 concerning the National Legal Documentation and Information Network. To reveal how it is implemented, the author has conducted research on the process of disseminating Regional Regulations and Mayors starting from the collection, processing, storage, preservation, and utilization of regional legal document information to the development of a legal information system based on information and communication technology that can be integrated with the central website of the Documentation Network. And Information National Law.

The Legal Bureau of the Regional Secretariat of Bengkulu City is a member of the National Legal Documentation and Information Network because of its duties and functions of carrying out activities related to Legal Documents and acting as the center for legal documentation and information networks in its territory based on Presidential Regulation Number 33 Year 2012, therefore the Legal Bureau as the center for the Legal Documentation and Information Network in the City of Bengkulu has the following tasks:

- a) Collection, processing, storage, preservation, and utilization of information on legal documents issued by the Regional Government
- b) Development of a legal information system based on information and communication technology that can be integrated with the central website of the Legal Documentation and Information Network
- c) Fostering and developing human resources for managing legal documentation and information networks in their environment;
- d) Provision of facilities and infrastructure for the management of legal documentation and information networks in their environment;
- e) Implementation of evaluation regarding the management of legal documentation and information network in their environment at least 1 (once) a year;
- f) Submission of reports annually in December to the National Legal Documentation and Information Network center.

In carrying out the duties of the Bengkulu City Legal Bureau as a member of the National Legal Documentation and Information Network and the Center for Legal Documentation and Information Network, it is hoped that the Bengkulu City Legal Documentation and Information Network can realize the objectives referred to in Article 3 of Presidential Regulation Number 33 2012 concerning the National Legal Documentation and Information Network, as follows:

- 1) Guarantee the creation of integrated and integrated management of legal

- documentation and information in various government agencies and other institutions;
- 2) Ensuring the availability of legal documentation and information that is complete and accurate, and can be accessed quickly and easily;
 - 3) Developing effective cooperation between network centers and among network members in the context of providing documentation and legal information; And
 - 4) Improving the quality of national legal development and service to the public as a form of good, transparent, effective, efficient and responsible governance.

CONCLUSION

Based on the results of the research and discussion it can be concluded that the effectiveness of the management of the National Legal Documentation and Information Network in the City of Bengkulu is as follows:

1. Proper management of JDIH in accordance with Presidential Regulation Number 33 of 2012 concerning JDIHN.
2. The effectiveness of the management of the Bengkulu City Legal Documentation and Information Network (JDIH) is seen from various aspects, including the following: Organization, Standardization of Legal Documentation and Information Technical Management, Standardization of procurement of legal documents, d. Standardization of legal information services, Standardization of the JDIHN website, Standardization of Monitoring and Evaluation of JDIH Management, Standardization of JDIHN implementation reporting.
3. Factors influencing the effectiveness of JDIH management in the City
3. Bengkulu based on Presidential Regulation Number 33 of 2012 are: Regulations, Competent Human Resources, Facilities and Infrastructure, and Leadership Commitment

REFERENCE

- Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for E-Government Development
- Regulation of the Minister of Communication and Information Number 2 of 2015 concerning Procedures for Registration of Electronic Systems for State Administration Agencies
- Government Regulation Number 95 of 2018 concerning Electronic-Based Government Systems
- Presidential Regulation Number 33 of 2012 concerning the National Legal Documentation and Information Network,
- Regulation of the Minister of Home Affairs Number 2 of 2014 concerning Management of the Legal Documentation and Information Network
- Presidential Decree Number 91 of 1999 concerning the National Legal Documentation and Information Network