



## IMPLEMENTATION OF E-GOVERNMENT (SISTEM PEMERINTAHAN BERBASIS ELEKTRONIK) BASED ON PERATURAN BUPATI KEPAHIANG NOMOR 08 TAHUN 2021 IN KEPAHIANG REGENCY

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### ABSTRACT

*This research aims to analyze the implementation of Electronic-Government System (SPBE) in Kepahiang Regency, focusing on the obstacles encountered. SPBE, mandated by Presidential Regulation No. 95/2018, aims to enhance public service quality through ICT utilization. Despite regulatory support and local enactment (Regulation No. 08/2021), challenges persist. Key obstacles include limited ICT skills among personnel, inadequate inter-agency coordination, and budget constraints. Evaluation by KEMENPAN RB (2021-2023) rated Kepahiang Regency's SPBE index as "C," indicating suboptimal implementation. The deficiencies in human resources, policymaker commitment, and budget allocation hinder SPBE effectiveness, impacting the region's public service reputation. Immediate solutions are imperative to address these challenges and improve SPBE implementation in Kepahiang Regency.*

## INTRODUCTION

Today, the growth of communication and information technology (ICT) or internet technology is very past. It has even become a necessity for almost all aspects of human life, both for business and just for exchanging information with each other. That is proved by the increasing number of internet service users every year in the world, including Indonesia. Based on data from the Association of Indonesian Internet Service Providers (APJII),

the number of internet service users in Indonesia in 2022-2023 reached 215.63 million users, that number increased from the previous year, this was triggered since the COVID-19, during the pandemic people carried out more activities at home (Work From Home), this number increased by 2.67% than the previous number which only reached 210.03 million users. This data shows that the need for the Internet in Indonesia as a tool to facilitate human activities to obtain various services is



increasing yearly and it has even become an urgent need that must be fulfilled immediately.

The following table is data about the number of internet users in Indonesia based on the Survey of the Asosiasi Pengguna Jasa Internet Indonesia (APJII) from 2015 to 2023.

Table 1.1

No	Year	User Number
1	2015	110,2
2	2016	132,7
3	2017	143,26
4	2018	171,17
5	2019-2020	196,71
6	2021-2022	210,03
7	2022-2023	215,63

**Reference: APJII Survei Penetrasi Internet 2023  
(Indonesiabaik.id)**

Based on the facts, the increasing need for communication information technology (ICT) has motivated countries in the world, including Indonesia, to implement a government system by utilizing advances in communication and information technology which is called an electronic-based government System, abbreviated as SPBE (Sistem Pemerintahan Berbasis Elektronik) or the international countries calls it, the E-Government, which aims to provide the best, fast, easy, accountable and reliable public services to users, namely: the community (Government to people), business people (Government to Business) and between government to Public agency or government employee (Government to Government) (Kusndi et al 2017).

The importance of using technology to support the development of public services in Indonesia which was considered bad all this time. The Indonesian government encourages

institutions and public agencies, from central and regional governments, to immediately and as fully as possible implement e-government. technology, based on Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning " Sistem Pemerintahan Berbasis Elektronik", or SPBE, which aims to realize clean, effective, transparent, and accountable as well as provide trustworthy public services. Achieving the goal of SPBE is not as easy as turning the palm of the hand. There are many problems and challenges faced by the government, for example, these problems include the lack of availability of public servant human resources who master communication and information technology, so they often have difficulties in working, lack of coordination between government agencies regarding the implementation of SPBE and lack of ASN acknowledge of SPBE, the lack of budget to cost the implementation of SPBE and many other problems, technical and non-technical.

The Obstacles surrounding SPBE as mentioned are also experienced by the Regional Government of Kepahiang Regency, one of the regencies in Bengkulu Province which is the locus for the author of SPBE implementation for this research. In Kepahiang Regency the Policy for SPBE has been strengthened by Regent Regulation Number 08 of 2021 Regarding the Implementation of SPBE in the scope of Kepahiang Regency, which is a derivative of Presidential Regulation Number 95 of 2018 concerning SPBE. The problems that arise from the SPBE implementation in the Kepahiang Regency, show that SPBE in Kepahiang Regency is not yet effective or has not been fully successful, this is proven by the low SPBE index of the Kepahiang Regency Government, based on the implementation of the SPBE evaluation



for the central institution and regional governments which is carried out every year by the Ministry of Utilization State Apparatus Bureaucratic reform of the Republic of Indonesia (KEMENPAN RB).

This evaluation is based on MENPAN RB Regulation Number 59 of 2020 concerning Guidelines for Evaluation of SPBE. based on the results of the SPBE evaluation from KEMENPAN RB in 2021, the SPBE index obtained by the Kepahiang Regency Government was (1.94) and in 2022 it was (2.13). So, for the Kepahiang Regency SPBE index, the predicate is "C", this index shows that there has been no increase from the previous year because there are still many assessment indicators that have not been fulfilled by relevant supporting data from public agencies that have responsibility as members of the SPBE assessor team. This means that the local Government of Kepahiang Regency has not been considered successful in implementing SPBE. The following are the SPBE index results for city and regency governments in Bengkulu Province in 2021 and 2022.

**Table 1.3. Index of SPBE The Government of Province, Regency/City Bengkulu 2021-2023**

No	Organization	Index/Year			Predicate		
		2021	2022	2023	2021	2022	2023
1.	Pemerintah Provinsi Bengkulu	2,79	3,11	3,12	B	B	B
2.	Kabupaten Rejang Lebong	1,84	2,80	3,23	C	B	B
3.	Kabupaten Seluma	1,41	2,54	2,54	D	C	C
4.	Kabupaten Bengkulu Tengah	1,29	2,34	2,55	D	C	C
5.	Kabupaten Bengkulu Selatan	1,96	2,31	2,45	C	C	C
6.	Kabupaten Kota Bengkulu	1,29	2,19	2,61	D	C	B
7.	Kabupaten Bengkulu Utara	1,44	2,17	2,90	D	C	B
8.	Kabupaten Kepahiang	1,94	2,13	2,28	C	C	C
9.	Kabupaten Muko Muko	1,74	2,04	2,07	D	C	C
10.	Kabupaten Lebong	1,55	1,55	2,93	D	D	B
11.	Kabupaten Kaur	-	-	2,23	-	-	C

The SPBE problems in Kepahiang Regency must immediately find a solution because it will be related to the quality of public services, That's why the author is interested in raising all these issues, in scientific writing, so that it can be followed up by a decision or policy maker, of the importance of information communication technology in improving public services to the people, and then the good and clean government can be realized.

## LITERATURE REVIEW

### A. Electronic Government (Sistem Pemerintahan Berbasis Elektronik)

To Understand "Sistem Pemerintahan Berbasis Elektronik (SPBE)" or e-government, firstly, let us understand the meaning or definition of the words electronics and government according to the opinions of experts. Millman (1984) states that electronics is a branch of science that studies electronic devices and systems as well as the application of electrical circuits involving the flow of electrons, whereas, Fitzgerald, Hinggin Botham, and Grabel (in Silaban 1993), electronics is a branch of electrical science that is broadly concerned with the transfer of information using electromagnetic energy. So that, From the opinions of these experts, we can conclude that electronics is a tool or technology that is related to electrical power to move a system.

The word Government in Bahasa Indonesia means "Pemerintah or Pemerintahan", the following is the definition of government according to several experts: Syafii (2003) states that government is an organization of people who have power and that humans can be ordered, according to Ndaraha (2003) Government is an institution that processes human needs as consumers of government

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products as a public service, then C.F.Strong (1960:6), Government in a broad sense is that which has the authority to maintain the peace and security of the country and has legislative or law-making power. From the opinions of these experts, it can be concluded: a). Government has a relationship with public organizations that are responsible for providing services, based on their authority or through private parties, b). Government in the sense of the concept of trias politica (executive, legislative, and judicative), c). Levels of government from central-level institutions and regional governments.

After understanding the definitions of Electronics and Government that have been explained by previous experts, the following are several definitions of e-government. Wascott defines electronic government as the use of communication and Information Technology to encourage more efficient and effective cost of government, to facilitate the government service to become more convenient, open greater public access to get information and make government more accountable to Citizens (Indrajit, 2004:4-5), but according to holmes e-government is The utilization of information technology, particularly to the internet, to give public services with more convenient, customer-oriented, cost-effective, and better way. It affects an agency's dealing with citizens, businesses, and other public agencies as well as its internal business processes and employees (Holmes, 2001:2). The World Bank (World Bank) also defines E-Government as being guided by the use of information technology by government institutions that have the authority to regulate relations with citizens, private groups, and inter-government institutions.

## B. Previous Research

The Issues of E-government in Indonesia were also researched by the author of Puji Ayu Lestari and friends in 2021 during the Covid-19 pandemic, in a journal entitled " *Inovasi Pelayanan Publik Berbasis Digital (E-Government) Di Era Pandemic Covid-19*". In her journal, she discusses the problems and challenges of implementing E-Government during the COVID-19 pandemic. During the pandemic, public service activities are carried out in a limited way. That condition makes the e-government become a solution, to run the public service activity, but there are obstacles that cause e-government to not run effectively. These problems are as follows:

1. Before the pandemic, Indonesia actually used a hybrid system, namely, people accessing government services online, so they don't need to queue for too long, after that, they can come to the location to submit the required documents requested by public service providers. But the problem is, that not all people have internet access and communication tools or understand the use of mobile applications.
2. The second problem is In general, public service institutions have websites that can be accessed via the Internet, but in fact, these websites are unfunctional well, there are still many website services that cannot be accessed, the website only show an introductory display of the organization or institution, but there are no services provided
3. Another problem is that the central and regional governments do have not competent human resources who master communication and information technology to manage these websites, this phenomenon



is like forcing something by human resources ability.

## METHODOLOGY OF RESEARCH

This Research uses the qualitative method, according to Mc. Cusker, K., & Gunaydin, S. (2015), the Qualitative method is used to answer questions about (What, How, and Why) that depend on a situation or event. Whereas according to Moleong (2005:6), the qualitative method is a type of research that intends to understand phenomena about what is experienced by research subjects, for example, behavior, perceptions, motivations, and actions, on the whole, through of descriptions in the form of sentences and language, in a scientific context. Then to obtain the data and valid information about SPBE implementation in the local government of Kepahiang regency, the researcher directly did interviews with some staff or officials in the public agencies that joined the coordination team of SPBE of the Kepahiang government, and took field notes, taking some photos and then reading official documents that related to research.

## RESULTS AND DISCUSSION

### 1. Preparation Of Kepahiang Local Government to implement the Peraturan Bupati Kepahiang Nomor 08 Tahun 2021 on SPBE Implementation in Kepahiang Regency

- a. compiling the policy of SPBE regulation for the legal base for E-government or SPBE implementation in the Kepahiang Regency, that is Kepahiang Regent regulation of SPBE as a derivative from

the regulation of the Republic Indonesia President number 95, 2018 on SPBE.

- b. Establishing the Kepahiang Local Government Of SPBE Coordination and The SPBE Asesor Team which is led by the local Government Secretary, whose members from the public agencies of Kepahiang local government and have the function and responsibility to carry out the assignments such as field of communication and information technology (Dinas Kominfo), Development Planning (Bappeda), budgeting (Badan Keuangan daerah), accountability (Bagian Organisasi), Controlling (Inspektorat), Legislation (Bagian Hukum) and some others related public agencies.
- c. Budget Availability, the local Government of Kepahiang doesn't have enough budget to cover the SPBE Development programs such as Infrastructure, human resources, and Application Development. Almost every year Kepahiang Government has a deficit in the budget, therefore, there are some local government development programs that are not realized, including SPBE.

### 2. Socialization of SPBE

To implement the Rule of kepahiang Regent (Peraturan Bupati Kepahiang nomor 08 tahun 2021 tentang Penyelenggaraan SPBE di Kabupaten Kepahiang), the local government of kepahiang carries out the socialization or technical guidance about SPBE especially about the SPBE domain evaluation as the table below to the Public agencies that joined in coordination and Asesor SPBE Team in order to



they understand and add their knowledge of SPBE and then they able to carry out their job for SPBE implementation in Kepahiang.

Table 2.1

Domain Evaluasi SPBE

No	Nama Domain SPBE
1.	<b>Domain Kebijakan SPBE</b> Kebijakan Internal Tata Kelola SPBE
2.	<b>Domain Tata kelola SPBE</b> Perencanaan Strategis SPBE Teknologi Informasi dan Komunikasi Penyelenggaraan SPBE
3.	<b>Domain Manajemen SPBE</b> Penerapan Manajemen SPBE Audit TIK
4.	<b>Domain Layanan SPBE</b> Layanan Administrasi Pemerintahan Berbasis Elektronik Layanan Publik Berbasis Elektronik

### 3. Technical Document of SPBE

Kepahiang Local Government doesn't have compiled Technical documents that are Architecture SPBE and Road Map SPBE. Based on the Indonesian President's Regulation Number 95 in 2018 and Kepahiang Regent regulation number 08 in 2021 on SPBE, is avowed the Architecture and Road Map of SPBE in local government must be guided by the architecture and Road Map of the National SPBE but in fact, the national document of Architecture and Road Map SPBE also doesn't have compile by center government. This Condition makes the Local government of Kepahiang doesn't have guidance and the right instruction to develop SPBE needs.

### 4. Human Resources of SPBE

The Obstacles of Human Resources SPBE in Kepahiang Local Government are:

- Lack of Human resources (Aparatur Sipil Negara) knowledge about SPBE and who have communication and information Technology skills, it gives influence to them to carry out their job to implement SPBE programs
- Human Resources Arrangements or placement of ASN doesn't match based on qualification background or skill, therefore this condition makes the employees do not understand and able to their duties or job. This condition also makes SPBE programs are hard to implemented.

### 5. Infrastructure of SPBE

To Support the ASN technology-based performance, the Kepahiang local government built SPBE infrastructure such as a One-Door Internet network service (Kepahiang Net) and the connection of the government system. The Kepahiang Net Network is built every year gradually, now there are 19 of 36 public agencies of the local government of Kepahiang, and connected to each other. This infrastructure becomes an excellent program of the Kepahiang local government to develop SPBE in the Kepahiang Regency, through this program able to save the internet cost for public agencies because the internet cost has been accommodated by communications information service (Dinas kominfo) and then it can boost the value or SPBE index of the Kepahiang government.

### 6. Achievement of SPBE Indeks

The local government Kepahiang's efforts to develop SPBE programs, there are some problems faced by the Kepahiang government in the SPBE implementation, These are: Human Resources, Infrastructure, and budget of SBPE,





these problems cause the SPBE domains of the SPBE evaluation by Kemenpan RB RI can not be fulfilled. This condition makes the result of the index SPBE evaluation have not increased. Based on the achievement of SPBE indeks in 2021, 2022, and 2023, the Kepahiang government got the predicate "C" but the Kepahiang government target is B. It shows that the Kepahiang government is still unable to develop SPBE Programs in Kepahiang Regency.

## CONCLUSION

Based on the research and analysis of SPBE implementation based on Peraturan Bupati Kepahiang Number 08, 2021 in the Kepahiang Regency of previous chapters, can be concluded that the implementation of SPBE for the local government becomes hampered because of external and internal problems. External Problems are: There are no national Architecture and Road Map Technical Documents as guidance for local government to implement SPBE, the internal problem is each region or local government has different resources potentiality such as human resources, finance, and social culture also influence the development programs implementation including SPBE or e-Government Program.

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