The Ability of Local Government Apparatus Resources In The Implementation of E-Government

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Abstract. This study aims to analyze the ability of government apparatus resources in the implementation of e-government. The research method used is a qualitative approach. Data was collected through interviews, document analysis, and observation. Research informants determined purposively include; users of government and public services; information technology experts and practitioners; academics and researchers. The results showed that the resource capability of the government apparatus has made significant progress, but still faces several challenges. The skills required are not evenly distributed. Some government officials have a deep understanding of technology, while others still require additional training. Technological infrastructure is a key factor in the success of the system. Although some agencies have invested resources to improve their infrastructure, there are still some agencies that struggle to handle limited internet access and adequate technology. The adaptive attitude of the government apparatus to technological changes is an important factor in the implementation of the system. To overcome these challenges, there needs to be a strategy that focuses on developing the competence of government apparatus through training and education on e-government.

Keywords: Resource capability, e-government, transformation, information technology.

1 Introduction

E-Government brings many significant positive sides to society, government, and other related parties. This is clearly seen in the increase in accessibility of public services over the past ten years (Pérez-Morote et al., 2020). For the public, government services can be accessed online, anytime and anywhere, without having to come to the government office physically (Malodia et al., 2021). This helps reduce the cost and time it takes for people to get public services. Can increase efficiency and productivity in government administration (Mensah et al., 2020). The administration process becomes more automated, and data can be processed faster (Uwizeyimana, 2022). The implementation of online applications tends to increase government transparency because public information is more accessible to the public (Bournaris, 2020). Government data and decisions can be accessed, verified, and increase government accountability to its citizens.

Furthermore, in terms of budget savings, online services can help reduce administrative costs due to more efficient and technology-based service processes (Suhendi et al., 2020). The use of digital documents and the reduction of paper use also reduce costs and negative environmental impacts. That way this application can open a path for more active public participation in the decision-making process (Syadzili, 2019). The public can provide input and

feedback online, allowing the government to better understand the needs and aspirations of its citizens. From the aspect of Economic Development, it can encourage the development of the digital economy by encouraging the growth of the information technology sector (Giua et al., 2021). Such initiatives can provide opportunities for start-ups and technology entrepreneurs to contribute to government transformation. Likewise, public services can be improved, especially aspects of quality and diversity. Online systems allow governments to provide services that are more innovative and more in line with people's needs (Findsrud, 2020). Although digital security challenges exist, e-government also allows the implementation of better security measures to protect personal data and important information from unauthorized access.

When e-government is well managed and supported by adequate infrastructure, it can be an effective tool to modernize governance, improve people's quality of life, and encourage wider public participation. Help realize transparency in public services by providing easy access for the public to access information about government policies, programs, and budgets (Mohammad Alawneh, 2021). This transparency allows governments to be accountable for their actions and decisions. Facilitate more active public participation through platforms and mechanisms that allow the public to provide input and feedback on government policies or programs. This participation is an important element of good governance because it allows the community to contribute to decision-making and provide social control over the government (Wahyurudhanto, 2020).

The use of information technology also allows openness and transparency in the decision-making process. Enable the government to conduct more effective supervision and performance monitoring (Masoumi, 2020). Well-documented data and information enable objective, fact-based performance evaluations, so governments can identify the successes and weaknesses of their programs. Help reduce corruption and abuse of power by minimizing direct interaction between government officials and the public in administrative processes (Konte &; Vincent, 2021). More automated and documented processes can reduce opportunities for corruption.

Increased access to public services for all public services that are broader and equitable for all levels of society, including those living in remote or underserved areas (Madeira et al., 2019). This is in line with the principle of good governance to serve the interests of all citizens without discrimination Thus, e-government can play a role as a powerful tool to improve good governance in public services (Mussie et al., 2019). Successful implementation of an application program must be followed by a commitment from the government to ensure integrity, accountability, and effective participation in the decision-making process.

However, there are several conditions that can be encountered today, including differences in technology capabilities and awareness. In various local government agencies, there are differences in technology capabilities and awareness among apparatus (Zhu et al., 2022). Some employees are already proficient in using technology and implementing e-government, while others still need further training to understand and use existing applications and systems (Mubarak et al., 2022). Although advances in information and communication technology continue, there are still some areas that experience limited infrastructure, especially in remote areas. Poor or unstable internet connectivity can be an obstacle in implementing e-government thoroughly. In its application, special attention is needed to data security and privacy protection. Cybersecurity challenges and potential data leakage risks are important concerns in dealing with cyber threats (Avando Bastari et al., 2021).

On the other hand, budget constraints are found, so effective implementation of e-government requires investment in adequate infrastructure and technology. However, government budget constraints can be an obstacle in making massive investments to strengthen system capabilities. The failure of application implementation can be caused by the readiness of the community to adopt digital technology (Aguilar-Hernandez et al., 2021). Some citizens are less familiar or reluctant to use applications or online platforms, thus hampering the effectiveness of e-government initiatives. Some countries face challenges in coordinating e-government initiatives between various government agencies. Inconsistencies between systems used by different agencies can hinder the efficiency and effectiveness of more holistic public services. It is important to remember that the real conditions of application implementation can differ in each country or region, depending on the level of technological development, infrastructure, government policies, and public awareness of the importance of e-government (Achmad et al., 2021). Continuous efforts in government apparatus training, infrastructure investment, and data security are key in improving the ability of the apparatus to implement e-government effectively and efficiently.

Assessing the ability of apparatus resources in the application of e-government is very important and has several fundamental reasons. It can be explained that by reviewing the capacity of apparatus resources, the government can ensure that the e-government initiatives to be implemented are in accordance with the needs and capabilities of the apparatus (Zankina, 2020). This helps ensure the effectiveness of e-government implementation and prevents potential errors in the implementation process. The results of the apparatus resource capability study can assist the government in planning and developing human resources related to e-government. Appropriate training and skill development can be provided to apparatuses to improve their ability to face information technology challenges.

Information about the resource capabilities of the apparatus helps the government in formulating appropriate policies. Better decisions can be made based on a clear understanding of the extent to which human resources can support successful implementation and development of applications. By assessing the ability of human resources, the government can allocate budgets more efficiently. The right investment can be made for apparatus training and development, as well as improving technology infrastructure that supports e-government (Mensah et al., 2020). By assessing the capacity of apparatus resources, the government can identify needs and challenges that must be overcome in its implementation. This helps in devising the right strategy and action plan to overcome the existing obstacles.

Identify weaknesses and limitations of the apparatus in the application application, risks and challenges in the implementation process can be recognized early. This allows the government to take the necessary preventive measures to minimize risks and improve implementation success. It also contributes to the creation of a more responsive, transparent, and efficient government in providing quality public services to the public.

2 Method

This research uses a qualitative descriptive approach. There are 2 (two) things that are the focus of the study in this research, namely the ability of local government apparatus resources and the implementation of e-government. Informants are defined purposively, including; government and public service users; information technology experts and practitioners; academics and researchers. The criteria for informants are based on their authority, competence, responsibility, and knowledge.

The data collection procedure is carried out by means of in-depth interviews, documentation studies and observations. Data analysis techniques in this study consist of data reduction, data presentation and conclusion drawing or verification.

3 Result and Discussion
Local Government Apparatus Resource Capability

The ability of apparatus resources in the implementation of e-government refers to the capacity and quality of human resources, technology, and infrastructure available within local governments to support the implementation of various programs, and public services. This ability is very important to ensure effectiveness and efficiency in governance and public services (Verma et al., 2021). Knowledge and skills appropriate to their respective duties and responsibilities.

Furthermore, it can be seen in the work experience and background of the apparatus. This experience can affect their ability to deal with complex situations (Pantih et al., 2021). Availability of the number of personnel available in managing government programs and services. The availability and quality of information technology infrastructure, including computers, networks, and software that support government operations. In its implementation, it can be said to have been going quite well, although there are various obstacles, such as the readiness of the internet network where not all government agencies can access an adequate internet network and obstacles from the service user community. The ability to use technology to improve public services, revealed by the Head of e-Government Implementation of the HR Communication and Information Service. below,

"The e-government that has been used so far has been complained by many people because its use is rather complicated. Where to access must go through several stages, so it is considered too long to be able to function it".

Similarly, the ability of the government is not evenly distributed in adapting to changing situations, societal demands, and technological developments. However, this application can contribute to creating innovative solutions to existing problems. The innovation of local government services with the implementation of e-govermnet can prevent crowds and queues at the office, this program also has a good impact on the community because they no longer have to meet face to face to carry out administrative management. This explanation was expressed by the Mayor of Kendari SK below.

"There are residents who study outside the city, these residents do not have to go home to take care of Identity Cards and Family Cards, just access through the application, so there is no need to pay for the management of identity cards."

Kendari City Government continues to make new breakthroughs both in terms of development and service to the community. This effort is to carry out the vision and mission of Kendari City in realizing Kendari City as a livable city based on ecology, information and technology. With that spirit, the city government and its staff present an integrated digital application which is an integrated public service application to facilitate digital public services by utilizing information technology.

E-government Implementation

E-government as the use of information technology by government agencies through Wide Area Network, Internet, Mobile Computing which has the ability to transform better services from the government to the community, the business world and with other government

agencies, and can reduce corruption, increase transparency, convenience, revenue growth and reduce costs.

Advances in information technology are a necessity. Therefore, state organizers, including public servants, must be able to take advantage of the rapid development of information technology. The number of Kendari City government agencies that have implemented e-governmnet, can be seen below;

Table 1. Matrix of Utilization of E-Government Application in Government Administration in Kendari City

No	Agency	E-Gov Application	Government Governance Area
1	Population and Civil Registration Office	Population Administration Information System, Jaga Kendari	Population Administration Services
2	Investment Office and One-Stop Integrated Services	Online Single Submission, Smart Application of Integrated Licensing Services for the Public	Licensing and Non Licensing Services
3	Regional Development Planning Agency	Local Government Information System	*E-Planning*
4	Regional Financial and Asset Management Agency	Local Government Information System	*E- Budgeting*
5	Regional General Hospital	Hospital Management Information System	*E- Health*

Source: processed from various sources (2022)

The use of Jaga Kendari Population Administration System services has been felt by the community who take care of population administration and other services. This explanation was delivered by the Head of the Population and Civil Registration Office of Kendari City ID, and one of the following LL technology practitioners.

"The benefits and advantages of managing population services through the e-government application can be seen in the services of the queue list monitor such as electronic Identity Card services, and public services have proven to provide many conveniences"

The application continues to be developed to make it easier for the community to take care of population administration letters to the village government, starting from information on service requirements, service application processes, and issuance of letters. The breakthrough, which is considered quite good by the public, was explained by one of the AQ community members, as follows.

"This is an extraordinary breakthrough presented by the city government, because people no longer have to queue and meet face to face to take care of letters, but simply use an android mobile phone, login, enter the service menu option we want without having to go to the subdistrict office, upload photos of the required documents, then send and wait to be verified, after success the documents live in download and print themselves, not until the day is over".

The Kendari City Government and its staff continue to innovate according to the times. Because, this information technology revolution has also changed the behavior of people who demand fast-paced and straightforward services. The existence of online services has not only changed the way public services but also the fundamental relationship between citizens and government. People do not need to come to the office to take care of their needs, but simply through internet media, this is to reduce the costs incurred by residents. However, in its journey, the use of information technology has not been optimal, because it has not received support and response from all government stakeholders.

Then the Personnel Management Information System at the Human Resources Development and Personnel Agency began to be implemented since early 2017 and was named the Data Management Information System

Employee (SIMANTAP). This application was realized to facilitate the management of civil servant data in Kendari City. Before the implementation of SIMANTAP, employees had difficulty with data and management of personnel data was done manually. Since the existence of this application, almost all data can be accessed easily. SIMANTAP Implementation in Kendari City is a form of application of E-government. The implementation of this Information System needs to be done because it is one of the manifestations of E-government by the government through computer-based information systems (Loka et al., 2022) .

The implementation of e-government has not shown the direction of optimal service formation. There are still some weaknesses that are assessed by community members. This explanation was expressed by SA academics and researchers, as follows;

"Services provided through government websites have not been supported by effective management systems and work processes, because regulatory readiness, procedures and limited human resources severely limit the penetration of computerization into government management systems and work processes."

There is no strategy, as well as inadequate budget allocated for application development in each agency. Initiatives in application development efforts by agencies are carried out individually, thus a number of factors such as standardization of information security, authentication, and various basic applications that enable interoperability between sites reliably, securely, and reliably to integrate management systems and work processes at government agencies in integrated public services, have received less attention. This individual approach is not strong enough to address the gap in people's ability to access the internet network, so the reach of public services developed is limited.

The future development of e-government has the potential to bring about a significant transformation in the way governments interact with their citizens and deliver public services. Some hopes and trends that may emerge in the development of e-government in the future will continue to focus on developing public services that are more integrated and easily accessible to the public. Citizens can take care of various administrative needs, such as tax payments, permit applications, and health services, through a more efficient digital platform. Thus, e-governance can be used as a tool to increase interaction between the government and its citizens

in an effort to improve democracy, because it is a way to improve services and trust in the government with an emphasis on improving performance at all levels of government.

4 Conclusion

The implementation of e-government can be stated to have made significant progress in recent years. However, the ability of local government apparatus resources to adopt and implement applications still faces several challenges, such as the uneven level of digital literacy of government staff. This happens because there are still gaps in the availability and quality of technology infrastructure. Limited access to a stable internet connection and inadequate technology services, thus limiting the effective implementation of e-govrnmrnt.

Acknowledgement

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