

Badung Smart City: An Actualization Program based on E-Governance Perspective

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Abstract. The development of increasingly smart technology means that the smart concept is not only applied to various devices, but also to various systems or arrangements. Based on the phenomenon of weak bureaucratic performance in developing countries, public administration experts responded by introducing various paradigms, one of which was efforts to create a good governance system. The Badung Regency Government has introduced the Badung Smart City Program. This program is held as a way of implementing an Electronic Based Government System (SPBE). For researchers, it is very interesting if the practices of Badung Smart City are examined from an e-Governance perspective, because both prioritize community involvement. The focus of this research is to examine the Badung Smart City Program which is organized by the Badung Regency Government, Bali Province. This research is a type of qualitative research which will produce descriptive data about people and behavior that can be observed (Bogdan and Taylor in Moleong, 1989). The data collection techniques are carried out through observation, interviews and documentation. The data analysis technique used is qualitative data analysis with an interactive model by Miles, Huberman and Saldana (2014). The research results show that the Electronic-Based Government System (SPBE) in Badung Regency is at the adaptation and integration stage, but community participation (e-public participation) and community empowerment (civic engagement) are not yet visible. The transformation process from electronic services (e-government) to the realization of a governance process (e-governance) also has not yet mapped out the direction of the transformation.

Keywords: Electronic Government, Electronic Governance, Electronic-Based Government System, Smart city, Badung Smart City

1 Introduction

Public services are the right of every citizen, and it is the government's obligation to fulfill them. The establishment of bureaucratic institutions is intended as a public instrument to realize these goals, including improving the welfare of the people by providing good, participatory, accountable and transparent public services. However, the reality that has developed in Indonesian society so far often gives a negative impression, so that it is very contrary to these expectations. Viewed from a theoretical perspective, public administration experts have introduced various paradigms in order to improve bureaucratic performance. The latest strategy proposed is an effort to create a good governance system. One of the efforts to realize good governance has also been the introduction of the E-Government (e-Gov) model.

The increasingly rapid development of technology is making the government move towards governance. It is explained by Hendry (2004) that there are three trends that influence fundamental changes in government and administration, namely globalization, devolution and redefinition. In line with this, the government is intensively focusing on providing optimal public services based on technology. In line with this, in Indonesia, Presidential Decree 95 / 2018 concerning Electronic-Based Government Systems (SPBE) has been issued as a bridge that supports good governance. This phenomenon of technological development also supports the birth of the idea of smart cities in organizing public systems and services. This smart city concept can play a role in making it easier for people to get information quickly and accurately. Through direct integration of information with urban communities, a smart city can be interpreted simply as a smart city or intelligent city that can provide a better quality of life and comfort for its people.

Badung Regency is one of the regencies in the Bali Province region which has had various innovations in implementing Electronic System-Based Government (PBSE), one of which is the Badung Smart City Program. Even Badung Regency, Bali will be used as a pilot project or model for accelerating the implementation of smart cities in Indonesia (Suyudi, T., 2021). The Badung Regency Government, which is planning to create a technology-based smart city, actually received the lowest evaluation score in implementing an Electronic-Based Government System (SPBE) or e-government in 2021. The lowest score received by Badung is compared to all districts/cities throughout Bali. (Radarbali.id., 2022).

Based on the explanation above, this study focuses on exploring the implementation of the program implemented by Badung Regency in the Badung Smart City Program. This is intended to describe and analyze program implementation as a form of Electronic System-based Government Services.

2 Method

This research is a type of qualitative research, where qualitative research in social sciences fundamentally relies on observations made by researchers in the living environment which emphasizes the nature of social reality. According to Denzin and Yvona (1997: 8) emphasize that qualitative research involves a close relationship between the researcher and the subjects being studied by trying to find answers to questions that highlight social experiences as well as obtaining meaning. Through qualitative methods, descriptive data (description of information) about people and behavior that can be observed is produced (Bogdan & Taylor in Moleong, 1989). This research focuses on describing the Badung Smart City Program as a form of Electronic System-based government service (PBSE) which is reviewed from an E-Governance perspective. The research location is the Badung Regency Population and Civil Registry Service. The study unit in this research is the Badung Smart City program at the Badung Regency Government Population and Civil Registry Service. Meanwhile, sampling was carried out purposely involving 12 informants who were competent in their fields. The data analysis technique used is qualitative data analysis. According to Miles, Huberman and Saldana (2014) state that qualitative data analysis consists of: data condensation, data presentation, drawing conclusions/verification. The phenomenon, actions, occurrences, circumstances that are spread throughout society are concrete tables that will be interpreted and the meanings contained in these tables will be explored in qualitative research.

3 Result and Discussion

3.1 An Actualization of Badung Smart City Program

Electronic-Based Government System (SPBE) or better known as E-Government, is a government administration that utilizes information and communication technology to provide services to SPBE users. This is stated in Presidential Regulation no. 95 of 2018 concerning Electronic-Based Government Systems. SPBE aims to improve good governance as well as improve the quality of public services and increase community participation in the implementation of development.

The implementation of the Badung Smart City Program at the Badung Regency Population and Civil Registration Service has 41 types of services provided to the public including: (1) Family Card Services; (2) Resident Identity Card Services; (3) Family Card Services (Changes in Data Elements); (4) Service of Residence Certificate; (5) Family Card Legalization Services; (6) Resident Identity Card Legalization Services; (7) Service for Certificate of Replacement Identity Certificate (SKPTI); (8) Displaced Person Certificate Services (SKOT); (9) Service of Community Certificate (SKTK); (10) Service of Civil Registration Certificate (SKPS); (11) Divorce Deed Legalization Services; (12) KTP-EL Certificate Services; (13) Birth Certificate Services; (14) Birth Certificate II Quotation Service; (15) Overseas Birth Reporting Service; (16) Football Pick Up Service (Birth Certificate); (17) Child Recognition Deed Service; (18) Service of Child Legalization Deed; (19) Child Adoption Deed Services; (20) Citizenship Services; (21) Football Pick Up Service (Marriage Certificate); (22) Service of Death Certificate; (23) Death Certificate II Quotation Service; (24) Overseas Death Reporting Service; (25) Death Certificate Legalization Services; (26) Birth Certificate Legalization Services; (27) Marriage Certificate Services; (28) Service of Divorce Deed; (29) KUA Marriage Reporting Service; (30) Overseas Marriage Reporting Service; (31) Service of Never Married Certificate; (32) Complaint Services; (33) Death Compensation Services; (34) Services for Indonesian Citizens/WNA Transfer Certificates (SKP); (35) Service of Certificate of Transfer of Arrival (WNA/WNI); (36) Child Identity Card Services; (37) Service of Temporary Residence Certificate; (38) Three in One (Aku Sapa 1) Program Services (Birth Certificate, KIA, Family Card); (39) Three in One (Aku Sapa 2) Program Services (Marriage Certificate, KTP, Family Card); (40) Three in One (Aku Sapa 3) Program Services (Death Certificate, Death Compensation, Family Card); and (41) Three in One (Aku Sapa 4) Program Services (Divorce Certificate, KTP, Family Card).

The requirements for all types of services have been listed online along with the legal basis. Specifically, for the I'm Wanted application, an online service has been provided according to the name of the application, Population Administration, Register Yourself and Print Yourself. In order to support the development of the Badung Smart City (BSC), the Badung Regency Government's Dukcapil Office will first look at the extent to which the implemented SPBE is able to adapt and integrate its services. Adaptation is used to analyze how quickly the community adapts to changes in services that are currently being implemented in Badung Regency. Meanwhile, integration is to understand the communication process in electronic-based services in realizing Badung Smart City. Several field findings, among others, show the following things. From the adaptation aspect, it is revealed that changing the nature of services from manual to electronic services is one of the government's efforts to realize a smart city. Not all communities can accept change quickly. People who are less technologically literate will need time to adapt to electronic-based services. Not to mention that there are some communities that do not have sufficient facilities to provide electronic services. In overcoming this problem, the government is still opening services manually, which requires people to come directly to the

Department. The only people who carry out this manual service are, for example, older people who are less technologically literate.

Implementation of the BSC Program online is guided by the 'Badung Smart City' application which contains various information about Badung Regency which can be accessed by the entire community. In this application, there are nine missions consisting of various information that can be accessed if needed by the public. The first mission is about information on traditional, cultural and religious diversity. The second mission is related to government governance information. The third mission is about public service information. The fourth mission in this application consists of educational and health information. The fifth mission includes information on the people's economy. And the sixth mission is information regarding law enforcement. The seventh mission is information about the environment. The eighth mission includes information about infrastructure. And, the ninth mission is information about tourism. Apart from making it easier for the public to access information about Badung Regency, the application is also expected to make it easier for Badung Regency government leaders to view data from each Regional Apparatus Organization (OPD).

Viewed from the integration aspect, the Badung Regency Government directly conveys information related to online services to people who come to the Disdukcapil Office. The information provided can be in the form of procedures for using online service websites. The Department also collaborates with village and sub-district parties to convey related information. This effort seems only normative in nature. The indirect communication carried out is the delivery of information via social media, websites and also WhatsApp groups to upload important information related to the implementation of electronic services, so that the public can see this information. This effort needs to be supported by community satisfaction surveys.

Viewed from an e-Governance perspective, BSC is expected to provide better public service guarantees and have smart management by implementing information and communication technology (ICT) in city development and management. So that with the advancement of ICT in development, it can improve the quality of life of people. Apart from being able to provide faster government services, BSC is expected to encourage the active role and participation of the community in managing the city so that there is dynamic and close interaction between the public and public service providers. In this digital era, government transformation is becoming increasingly important and must continue to be carried out in order to adapt to developments in technology and an increasingly sophisticated society. One of the smart city elements related to e-Governance is a government concept based on information and communication technology (ICT) and includes regional government governance that prioritizes community participation and empowerment. The results of the analysis also found that Badung district still lacks human resources with adequate ICT skills. The increased use of technology and data in BSC also means increased potential cybersecurity risks. This lack of human resources can become a problem if system damage or outages occur. Therefore, governments must ensure that their systems are safe from cyberattacks and comply with established security standards.

4 Conclusion

The Electronic Based Government System (SPBE) in Badung Regency is directed at building Badung Smart City (BSC). This system aims to facilitate the implementation of the BSC. The Population and Civil Registration Service of the Badung Regency Government

provides multiple service channels which are still being integrated. The Population and Civil Registration Service has 41 types of services. All types of services are integrated in the Aku Dicari application (Self-Registration and Self-Print Population Administration). The implementation of the Badung Smart City (PBS) Program is marked by the BSC application. On this site, BSC maps data including categories: General, Infrastructure, Covid-19 Response, Tourism, Agriculture and Plantation, Fisheries and Livestock, Traffic, Economy, Education, Social, Health, Arts and Culture, Places of Ibadan, Setra and Cemeteries. The information displayed is in the form of an image on a map with related text. The information displayed by the BSC application program is more of images and mapping data, and minimal narrative. There are also several suggestions that can be given, such as: (1) anticipating system errors, it is necessary to ensure that there is an emergency plan and a strong backup system; (2) the need for system evaluation and system improvement to prevent system errors in providing services to the community; and (3) the need for synergy between relevant stakeholders to realize collaboration in better SPEB governance towards optimal E-Governance.

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