



## E-Government-based Communication System in West Sulawesi Province

Muhamad Ismail Tanri<sup>1</sup>; Hafied Cangara<sup>1</sup>; Sangkala<sup>2</sup>; Zulfajri Basri Hasanuddin<sup>3</sup>

<sup>1</sup> Communication Science, Faculty of Social and Political Sciences Hasanuddin University, Makassar, Indonesia

<sup>2</sup> Public Administration, Faculty of Social and Political Sciences, Hasanuddin University, Makassar, Indonesia

<sup>3</sup>Electrical Engineering, Faculty of Engineering, Hasanuddin University, Makassar, Indonesia

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### **Abstract**

The achievement of public satisfaction can be realized using e-government by government agencies. The use of e-government has been initiated by the West Sulawesi Provincial Government as a form of adjustment to the implementation of government in public services in the digital era, especially as a mass solution in regional development planning. However, its application is still constrained by the completeness of data and the synchronization of existing data to every government agency that cooperates in development planning. This study aims to analyze the form of E-government communication system in West Sulawesi Province. The approach used is descriptive qualitative. Primary data sources from interviews with informants, field observations and processed data sourced from government documents that support primary data. The data analysis process starts from data collection, data reduction, presentation, conclusion, and data verification. The results of this study show that the communication system carried out by the Government of West Sulawesi has a form or pattern of open and closed communication. The communication system infrastructure of the Government of West Sulawesi has built a network of FO cables or fiber optics and Wi-Fi corners that are provided for the public interest, but the standards are not yet international standard. It is recommended that the West Sulawesi Provincial government can build a network synchronization that can be accessed by the public and stakeholders involved in regional development planning.

**Keywords:** *Good Governance; E-Government; Political Communication*

### **Introduction**

E-Government is an information technology system developed by the Government to improve public services by providing options for the public to get easy access to public information (Sari and Winarno, 2012). Arnus, (2013) explained that the purpose of e-government is to form an easier and faster government service system using internet sites, thereby facilitating the dissemination of information to the public. With the implementation of e-government in the era of public information disclosure, it has become an important pillar in the eradication of corruption by institutionalizing public rights in knowing the performance and accountability of public bodies, so that it can have an impact on the realization of

*good governance* in each region, where this concept consists of transparency, accountability, participation, effective and efficient, responsiveness, and legal certainty. Based on the above, the application of e-government in government is no longer an option and but a necessity to realize better governance (Gupta and Jana, 2003; Mustopadijaya, 2003).

Bovens dan Zouridis (2002) suggesting that the use of e-government by government agencies will provide the potential for increased citizen satisfaction with the government. According to Myeong, et al (2014) e-government is not only concerned with public services but also a tool for participation and generating policies. This means that e-government is not only related to the use of technology by the government in an effort to provide services to the community, but e-government can become a medium that can be used by the community and the government in communicating, this is because e-government has information and communication technology capabilities that are able to realize the occurrence of interactive communication so as to encourage community participation and involvement in the policy-making process that has not yet happened before (Mossberger, et al. 2008).

Currently, the trend of using e-government, only seeks to provide information to the public regarding services, meaning that the focus of e-government is only intended for external parties from the government. According to Grounde (2002) e-government provides services not only limited to building external interactions, what has been achieved by the government is then conveyed to external parties (the community) but is more related to increasing community participation in decision making. Then according to Indrajit (2006) that the concept of e-government is not limited to the delivery of government services through internet.

However, the concept of e-government is a much broader concept including the use of electronic communication to increase citizen participation in public decision-making processes. This means that e-government can be applied by the government to improve management, especially related to the synchronization process of development planning, with the use of e-government can encourage community participation to play a role more actively in the decision-making process related to development planning.

In terms of the paradigm of communication science, the results of development begin with the existence of effective communication. Communication has an important role in increasing *stakeholder* participation in making decisions related to development. Communication can be interpreted as a process of exchanging information between one individual and another through certain intermediaries and it is hoped that there will be feedback from individuals who receive the information. This suggests that communication is a process, involving two or more people at a time, and there is information exchanged in it.

Basically, the West Sulawesi Provincial government has utilized the e-government application as a form of adjustment to government administration in terms of public services in the digital era, especially related to solving problems related to development planning. However, the problem is that in West Sulawesi there is often a gap between the development performance achieved today and the planned one, meaning that the realization of development is sometimes not in accordance with previous planning. From the various development problems that exist, the West Sulawesi Provincial Government needs a better planning system so that development performance can be more optimal. One of them is the process of synchronizing development planning.

To realize the synchronization process of launching development between regional development planning districts, the Research and Development Agency of West Sulawesi Province is supported by the website as a model for implementing e-government. However, the implementation of e-government experienced problems such as the data presented on the website, especially musrenbang data from villages, sub-districts, regencies, and data from regional apparatus organizations within the West Sulawesi Provincial Government were not yet fully available. This condition causes the website managed by the

Regional Development Planning, Research and Development Agency for West Sulawesi Province to display data that has not been updated or is not *up to date*. Coordination with regional device organizations has also been carried out but has not received a good response because the website on the regional device organization has also not been managed properly.

### **Method**

This research uses a qualitative approach where this approach tends to lead to descriptive research methods. This research begins with the phenomenon that underlies the formulation of problems and the formulation of research questions. This research systematically explores and seeks to explain by identifying and describing the Form of e-government Communication System in West Sulawesi Province. Data collection instruments, namely primary and secondary data such as questionnaires and interviews, are presented as reports. Models used to analyze data include condensation of research data, presentation of data, and drawing final conclusions. Miles, Huberman & Saldana (2014)

### **Results and Discussion**

The form of communication patterns, in large dictionaries Indonesian patterns are interpreted as a system or working procedure. In other, more modern literature it is stated by Katz and Khan (Mulyana, 2014) to interpret communication pattern as a state or affairs that regularly indicates communication established between members of the system restricted.

The importance of communication is not based on a relationship between one individual and another, but also communication plays an important role for individuals who have leadership positions with the community in a regional institution. A communication technique that causes it to be smooth and efficient. The success of an organization or institution in achieving goals is not based on the state of economy alone but also depends on the communication patterns used in the organization or institution to connect the will of the institution or society that is interconnected.

The discovery of data from research aimed at the West Sulawesi Provincial Government found in the communication system implemented in the E-Government program shows that there is a communication pattern applied. The province of West Sulawesi expressly states that it uses open and closed communication systems or patterns in disseminating or distributing messages or communicating between leaders and employees or regional work units. The pattern of open communication built by the West Sulawesi Provincial Government includes messages that are very immediately accessible and consumed by the community, as well as messages that are indeed published large and widely throughout the region, with the hope that all people can get the information directly and can understand it.

The disclosure of information provided by the West Sulawesi Provincial Government and the current communication pattern requires the disclosure of information and messages aiding the wider community. Some examples of what the Province of West Sulawesi has given in building an open communication pattern is when a person with the initials A in collecting news or information and then sending the news or information itself to party B and in the form of bright text, is an open communication pattern developed to date by the West Sulawesi Provincial Government in carrying out the e-government work program.

Communication in other forms is also used in communicating within the West Sulawesi Provincial Government. The closed communication pattern is a system of communication applications used by the West Sulawesi Provincial Government in carrying out e-Government work programs. This communication pattern covers up a message that is indeed considered confidential by the West Sulawesi Provincial Government, until the head of the institution will not provide confidential information to

employees or regional work units. This pattern of communication is considered an important considering that there is indeed information that can and should be notified or consumed by the public there is also information that is very confidential and should not be published this also limits between the freedom of information that must be done and the confidentiality of a n information that must be maintained.

Closed communication within the West Sulawesi Provincial Government makes some messages unable to be consumed excessively. West Sulawesi Province also gives an example of this closed pattern, namely when a person with the initials A will send a news or information that has been processed in such a way and the message is a very secret message in the news, A will send a message to person B will get a guarantee of confidentiality, this confidentiality will be written through a symbol in a structured manner until the other party cannot read the information.

Overall, in the communication system carried out by the West Sulawesi Provincial Government and in theory stated by Katz and Khan in Deddy Mulyana (2014) it tends to be correct because indeed the communication pattern in the West Sulawesi Provincial Government has been carried out horizontally and vertically in a horizontal is a system or communication pattern that has been carried out in accordance with the owner of the authority to the community. Vertically the government has carried out a system or pattern of communication institutionally to institutions by conducting closed communication pattern techniques. This must indeed be done by considering the existing circumstances and urgency.

In the same data, researchers found information that all civil servants who are in the scope of official offices or those who work for departments in the government to take care of and participate in open communication, one of which is by taking care of open communication in the field of internet-based mass media such as the Web, and other social media. As well as for civil servants who have a qualification in regulating password messages to entrust these messages in managing closed communications.

## **Conclusion**

The implementation of the communication system carried out by the West Sulawesi Government has a form or pattern of communication, namely open and closed, which is used until now. The communication system also concerns infrastructure, the West Sulawesi Government has also built an FO or fiber optic cable net and Wi-Fi corner for the community. Regarding the issue of standardization, the Government of West Sulawesi also standardizes the communication system but has not yet reached international standards. The work of stakeholders in building a communication system has also been carried out. Advised by researchers for communication on social media, the West Sulawesi Provincial Government is expected to attract communicants to visit the sites used.

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