THE EFFECT OF E-GOVERNMENT ON IMPROVING THE QUALITY OF POPULATION ADMINISTRATION SERVICES IN THE SERVICES POPULATION AND CIVIL REGISTRATION OF MEDAN CITY

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Abstract

Based on the observations of researchers at the Department of Population and Civil Registration of Medan City, it was found that the implementation of e-government is still less attractive to some people in Medan City in managing and administering population documents. This problem is thought to be caused by the lack of knowledge and public participation in how to use the new system or e-government, so that people are less enthusiastic in carrying out online-based services or e-government. The object of research in this study is the effect of e-government on improving the quality of population administration services at the Department of Population and Civil Registration of Medan City. The research method used in this study is to use a systematic review to examine the unpreparedness of human resources (HR) for technological acceleration, while Pickering discusses the benefits of systematic reviews in research, especially for those who are completing a doctoral program. The research begins by setting search keywords, then searching data through a predetermined search engine application. The results of the research at the Medan City Population and Civil Registration Office found obstacles, namely the lack of public knowledge regarding how to use the e-government system in the service process, and the lack of community participation in using the e-government system at the Medan City Population and Civil Registration Service. Efforts need to be made to overcome these obstacles, namely by regularly communicating or socializing related to the procedures for using the e-government system and must convince the public that e-government can facilitate service activities. The conclusion that can be drawn.

Keywords: Implementation of E-government, Service Quality, Improvement.

1. INTRODUCTION

Globalization is a phenomenon where countries in the world directly or indirectly expect an interaction between people that is much more effective and efficient than before. This explanation means that in the era of globalization, there is an unlimited process of interaction and communication between countries in the world and globalization has also opened up isolation or boundaries between countries which have been applicable especially to matters related to politics, economy, social, culture, and laws caused by the acceleration of the spread of information that spreads throughout the world.

In the era of globalization there are two opposing sides, namely the positive side and the negative side, from the positive side with the phenomenon of globalization making an environment and atmosphere of people's lives much better; but on the other hand, there is also the potential for chaos (chaos) if the changes that occur in a country are not managed and carried out properly. To avoid the chaos of changes caused by globalization, the role of government is needed in a country to create a conducive environment in facing this era of globalization.

It is at this time that technology created to simplify and improve the quality of human life shows its role, that with the rapid advancement of information technology and if its potential utilization is used widely and equitably, it will open up opportunities for access, management and utilization of large volumes of information quickly and efficiently accurate. Because basically the
majority of government services to the community are matters relating to the collection, processing, and provision of various data, information, knowledge, and policies and their distribution to all members of the community who need it, it is clear that the technology is the most suitable to be applied. Here is information technology.

The results of the utilization and use of Information and Communication Technology (ICT) or often referred to as digital technology (Electronic Digital Service) in the government environment have given birth to a new form of government bureaucratic mechanism, which can be termed Electronic Government (E-government). E-government is the use of Information and Communication Technology in the government management process to improve efficiency, effectiveness, transparency and accountability of government administration. In Indonesia, the implementation of E-government is strengthened by the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for the Development of E-government which was then updated with Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems while the legal umbrella for E-government in the regions The Province of North Sumatra is listed in the Regulation of the Minister of Communication and Information of the Republic of Indonesia Number 8 of 2019 concerning the Implementation of Concurrent Government Affairs in the Communication and Information Sector. In addition, it is also stated in Regional Regulation Number 6 of 2016 concerning the Formation and Composition of Regional Apparatuses of the Province of North Sumatra (Regional Gazette of the Province of North Sumatra of 2016 Number 6, Supplement to the Regional Gazette of the Province of North Sumatra Number 32). In each of the policy regulations that strengthen the implementation of E-government in Indonesia, it is intended to realize clean, effective and efficient, transparent and accountable government governance as well as quality and reliable public services. This change in the form of the E-government mechanism is expected to improve the quality of public services that are transparent, accountable, participatory, effective and efficient and can organize good government (Good Government).

Most countries have made progress in online service delivery as well as in implementing e-government initiatives and information and communication technology (ICT) applications, enabling them to increase efficiency in the public sector and streamline governance systems to support development. Sustainable (UN, 2012). The European Union (EU) also considers e-government as the use of ICT in public administration combined with organizational change and new skills to improve public services and democratic processes and to strengthen support for public policy (Lamsal, 2014). According to the EU, effective e-government has the potential to provide a variety of benefits for governments and citizens such as ensuring greater efficiency and savings for governments and businesses, increased transparency, and greater citizen participation in a country's political life (Lamsal, 2014). This problem is almost the same as the problems that occur in Turkey, namely in expressing the needs and expectations of Turkish citizens from e-government services and providing guidance for the Turkish Government so that they can revise and develop e-government services accordingly. In China the Government will consider characteristics as an important factor when selecting third parties to operate and manage government systems and data. One of the interviewees said that they (JN) chose Inspur Group as the provider because Inspur is a local cloud provider with large scale, excellent reputation, and a leading supplier of computing platforms and ICT solutions in China. It should be noted that, government agencies that are too far from the location of the cloud provider can cause network latency. Meanwhile in Pakistan, citizen
participation in e-government services is at a low level, it can be seen from its ranking at position 148 out of 193 countries in the United Nations survey. According to Mahmood and Weerakkody, although e-government implementation is at an advanced stage in developed countries,

The Department of Population and Civil Registration of Medan City is intensively creating E-government innovations in order to improve the quality of administrative services, both in population registration services and civil registration. In the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 19 of 2018 it is defined that population administration is a series of arrangements and controls in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services and other sector development.

In practice activities or the implementation of E-government in improving the quality of services, this does not always run as smoothly as previously imagined. For example, as stated by the Head of the National Planning Agency (BAPPENAS) at the National Seminar on leadership and public administration in the digital era to 4.0 industrial revolution in 2018, he said that there are problems in the implementation of E-government in Indonesia, including E-government is only seen or understood as an input project instead of an output, unprepared human resources (HR) for the acceleration of technology, and errors in the use of information technology. These problems can have an impact on wasting the budget for Information and Communication Technology (ICT).

2. PREVIOUS RESEARCH
Population is an important component in a country. Population indicators such as the number, growth, composition and distribution of the population affect the economic, social, political, environmental and cultural fields. Population administration is a series of structuring and controlling activities in the issuance of population documents and data through population registration, civil registration, management of population administration information and the utilization of the results for public services and other sector development. The purpose of this study is to describe the implementation of e-government in population administration services, the benefits of e-government implementation and the factors that support and hinder the implementation of e-government in population administration services. The results of this study indicate that the implementation of e-government in population administration services has been carried out by the Department of Population and Civil Registration of Serdang Bedagai Regency since 2007 by using ICT such as SIAK and eKTP in service. The benefits are increased efficiency, effectiveness, transparency, accountability, participation, security and accuracy of population data. Supporting factors for leadership commitment, budget, policies, while human resources, infrastructure and public awareness are inhibiting factors for e-government implementation. Supporting factors for leadership commitment, budget, policies, while human resources, infrastructure and public awareness are inhibiting factors for e-government implementation.

b. Esha Yanuarizki, Puji Astuti and Hermini (2013)
The implementation of e-KTP recording in Pemalang Regency can be said to have not been maximized. Many obstacles hindered the implementation of this program, such as ineffective socialization, inadequate recording facilities and immature population mobilization planning.
views in the policy implementation process. In addition, the use value of the e-KTP itself must really be used for equitable distribution of people’s welfare and to increase public access to all public services provided by the government.

c. Willia Satiauwati, Patar Rumapea and Jericho D. Pombengi (2016)
The policy of implementing e-government in the management of public services is one of the government's programs by utilizing information and technology in managing public services more effectively and efficiently. However, in reality the services provided have not been maximized, therefore this research is intended to answer the question of how to implement e-government policies in the management of public services at the Department of Population and Civil Registration, Mamuju Regency, West Sulawesi Province. In this study, the researcher uses the George C. Edward III implementation model, where the level of implementation is seen from four aspects that have a major influence on policy implementation. Communication is an aspect for the government to inform policies to the public as the target group. Adequate resources, both human resources and financial resources, will affect the level of policy success. Disposition is an attitude possessed by policy implementers such as ethics, and a commitment to the success of the policy. The bureaucratic structure is an operational mechanism for services and community structures that jointly implement agency policies. In this study using descriptive methods qualitative research was carried out on 9 informants, namely interviews, direct observations, and tracing documents related to policies, even in research assisted by interviews, tape recorders, and stationery.

d. Widdy Yuspita Widiyaningrum (2020)
The development of e-government is an effort to develop government administration based on (using) electronics in order to improve the quality of public services effectively and efficiently. Through the development of e-government, management systems and work processes are arranged in the government environment by optimizing the use of information technology. Utilization of information technology includes 2 (two) related activities, namely: (1) data processing, information management, management systems and work processes electronically; (2) the use of advances in information technology so that public services can be accessed easily and cheaply by the public in all regions of the country. The use of this technology is aimed at building effective and efficient governance by developing e-government in online administrative services so that in this way it will be easy and fast for the community by implementing online services. Online Population Administration Service, hereinafter referred to as Online Population Administration Service, is the process of managing population documents in which data/file requirements are sent using web-based electronic media by utilizing technology, communication and information facilities. Through the development of e-government in online administrative services linked to the strategic concept of SWOT analysis, including: Strengths (strengths) are what strengths (targets) must be achieved so that technological advances will have an impact on optimal e-government development. Weaknesses (weaknesses) are to avoid wasting the budget by planning and developing service sites so that there is transparency in these services. Opportunities (opportunities) are supported by 4 (four) pillars of the e-government architectural framework, among others, access (optimized telecommunication networks), portals (integration with several agencies), information management and processing organizations (managing, providing, and processing information).
and electronic documents), as well as Infrastructure and basic applications (supported by all infrastructure through hardware and software). And,

e. Eko Kurnia Putri and Argo Pambudi (2018)
The innovation of Birth Certificate Services through E-Government at the Yogyakarta City Population and Civil Registration Service has not been optimal. This can be seen from the five indicators of public service innovation according to Rogers, namely novelty, suitability of innovation, complexity, trialability, and ease of observation. Of the five indicators, things that show that public service innovation is not yet optimal are: 1) the number of online birth certificate users is low, 2) there are too many service innovations offered by the government, 3) there are no special officers who serve online birth certificates, 4) the implementation of online birth certificate services, which is still partial, 5) public ignorance regarding innovations in online birth certificate services.

3. IMPLEMENTATION METHOD
This research is an exploratory research, namely research conducted to explore data and information on new topics or issues aimed at deepening or further research. The purpose of the research is to formulate more accurate questions that will be answered in further research or later research. Researchers usually use exploratory research to gain sufficient knowledge in designing and conducting more systematic follow-up studies. Exploratory research is generally carried out to answer the question "What (what)" (What exactly is this phenomenon?).

The research model used by Yang et al. (2017) and Pickering & Byrne (2013) who used a systematic review to examine unprepared human resources (HR) for the acceleration of technology, and errors in the use of information technology, while Pickering discusses the benefits of a systematic review on a study, especially for those who are completing a doctoral program. The research begins by setting search keywords, then searching data through a predetermined search engine application. Based on a brief review (title, abstract and conclusion) of each article taken.

4. RESULTS AND DISCUSSION
4.1 Definition of E-Government
According to the World Bank (Samodra Wibawa 2009), E-Government is the use of information technology by government agencies such as wide area networks (WAN) internet, mobile competing, which can be used to build relationships with the public, the business world and other government agencies. According to The World Bank Group (Falih Suaidi, Bintoro Wardianto 2010), E-Government is an effort to utilize information and communication technology to improve efficiency and effectiveness, transparency and accountability of the government in providing better

![Research Model](image-url)
public services. Then according to the Ministry of Communication and Information (Samodra Wibawa 2009), defining E-Government is a public service that is held through a government website where the domain used also shows the domain of the Indonesian government, namely (go.id). According to Clay G.

Meanwhile, in the book E-Government In Action (2005) describes E-Government as an effort to create an atmosphere of government administration in accordance with the shared objectives of a number of interested communities, therefore the declared vision must also reflect a shared vision rather than a shared vision. existing stakeholder for example:

a. Improving the productivity and operational performance of the government in serving its people;

b. Promote clean and transparent government;

c. Improving the quality of people's lives through the performance of public services;

d. Ensuring the creation of a democratic state administration;

Because the vision comes from "From, By and For" the community or community where the E-Government is implemented, the time will depend on the situation and condition of the local community. As stated above that E-Government is an effort to implement an electronic-based government in order to improve the quality of public services effectively and efficiently. From the above understanding, it can be interpreted that E-Government is a process of utilizing information technology as a tool to help run the government system efficiently.

There are main things that we can draw from the understanding of E-Government above, namely:

a. Use of information technology (internet) as a new tool;

b. The purpose of its utilization is so that the government can run effectively, efficiently and productively in the use of internet technology, all convoluted processes or procedures can be trimmed.

4.2 Benefits of E-Government

Some of the benefits of implementing e-government that have previously implemented the concept of e-government, namely America and Britain through Al-Gore and Tony Blair (in Indrajit 2002), are as follows:

a. Improving the quality of government services to its stakeholders (community, business, industry) especially in terms of effectiveness and efficiency in various fields of state life;

b. Increase transparency, control and accountability of government administration in the context of implementing the concept of Good Corporate Governance;

c. Significantly reduce the total costs of administration, relations, and interactions incurred by the government and its stakeholders for the purposes of daily activities;

d. Provide opportunities for the government to obtain new sources of income through its interaction with interested parties;

e. Creating a new community environment that can accurately answer the various problems faced in line with various global changes and existing trends;

f. Empowering the community and other parties as government partners in the process of making various public policies in an equitable and democratic manner.

4.3 E-Government Development
Development of E-Government based on Presidential Instruction No. 3 of 2003 is an effort to develop government administration based on (using) electronics in order to improve the quality of public services effectively and efficiently. To develop a management system and take advantage of advances in information technology, the government must immediately implement the E-government transformation process. Through the development of E-Government, management systems and work processes are arranged in the government environment by:

a. Optimizing the use of advances in information technology to eliminate organizational and bureaucratic barriers;

b. Establish a network of management systems and work processes that enable government agencies to work in an integrated manner, to simplify access to all public service information that must be provided by the government.

4.4 Benefits of E-Government

There are many benefits that can be felt by the government carrying out the transformation process towards E-Government, including the following:

a. Improving the quality of government services to its stakeholders, both the community and business and industry;

b. Increase transparency, control and accountability of government administration;

c. Reducing relationship and interaction administration costs;

d. Provide opportunities for the government to obtain new sources of income;

e. Creating an information society environment that can quickly and accurately answer the various problems faced;

f. Empowering the community and other parties as government partners in the process of making various public policies in a democratic manner.

5. CONCLUSION

Medan City Population and Civil Registration Office, it was found that the implementation of e-government is still less attractive to some people in Medan City in managing and administering population documents. This problem is thought to be caused by the lack of knowledge and public participation in how to use the new system or e-government, so that people are less enthusiastic in carrying out online-based services or e-government. The conclusion that can be drawn is that based on the interpretation criteria of the coefficient of determination, it shows that there is a strong influence between e-government on improving the quality of population administration and civil registration services in Medan City.

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Keputusan Menteri Pemberdayaan Aparatur Negara Nomor 25 Tahun 2004 Tentang Pedoman Umum Penyusunan Indeks Kepuasan Masyarakat Unit Pelayanan Instansi Pemerintah
Keputusan Menteri Pemberdayagunaan Aparatur Negara Nomor 63 tahun 2003 tentang pedoman umum penyelenggaraan pelayanan publik.
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