

Implementation of Good Government Governance through E-Government

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Abstract: *The article explain about the implementation of e-government management in Tasikmalaya city, West Java. Using a qualitative approach, the researcher is an instrument obliged to collect, process, analyze, interpret and verify the data and information. The observation and participatory research done by observing the processes of implementation of policy implementation of e-government in Tasikmalaya, which concerns such aspects as idealized policy, implementing organization, target groups, and environmental factors. Data and information through observation and in-depth interviews to informants are the key in collecting the data. The validity and reliability of data and information are performed by triangulation, clarification and description explained and verified by theories of public policy and science administration to formulate answers from the research questions. The result of this research shows that the implementation of e-government policy in Tasikmalaya city has not shown towards the understanding of the policies that favor e-government in the city of Tasikmalaya. The ideal policy on the implementation of e-government were not yet properly implemented by the fact that in implementing organization in the department of communication of Tasikmalaya city were not optimally effective in coaching, services and protection as well as socialization and the process and preparation of program planning. In this case the aspirations of the people are less involved in the formulation of the policy of e-government implementation resulted in the implementation; it did only accept without commenting and understanding the implementation of the e-government.*

Index Terms: *Good Governance; City Administrative Life; Policy Implementation; Work Ethic.*

I. INTRODUCTION

The public demand to get excellent service, not only limited to discourse but leads to demonstrative action. The government should respond to the community awareness in assessing the performance of the bureaucracy. These efforts were to understand the needs of the community, by concentrating on outcomes-oriented activities, and to concentrate operations on excellent amenity.

In addition, some efforts should continue to realize governance (good governance) in addressing the nation's problems. Those were the welfare of the people which was

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not even, the level of public services are still not satisfactory, many state officials were involved in corruption cases, perception index corruption in Indonesia is still low, the performance of ministry organizations, institutions, and local governments that have not been optimal.

In the Governmental sector, particularly at the Provincial/District/City level in West Java Province, corrupt practices are conducted in various forms and varied modes of operation. The pattern is by legalizing a condition/activity through policies issued, by both the executives and legislatives to enrich themselves or groups. Besides, the rise of central/regional program assistance utilized by certain parties on behalf of social groups/communities so that ultimately not improve the welfare of the population but miserable the public and harm the state finances.

In the midst of the government's efforts to promote the establishment of Good corporate governance practices in the Private Sector, it turns out corrupt practices are still prevalent in some of the companies and enterprises are partly due to weak internal controls and risk management administration.

One of the pillars to realize good governance is the accountability particularly in the area of local financial management. Republikaonline, dated January 10, 2013, reported that during the period July to December 2012, the local government is the institution that is most prevalent corruption. Still in the same media, on June 1, 2013, mentioned from the evaluation of the Ministry of Internal Affairs since 2005 until the end of May 2013 the number of heads of the region who stumbled corruption accounted for 294 people and is estimated to escalate to 300 people in that year. Also, the results of the Public Sector Integrity Survey conducted by the KPK (2013) showed that the average value of the local government agency's integrity index of 6.82, the figure is still below the central agency of 7.37.

There are at least three modes of corruption occurred in the bureaucracy in West Java. Based on data analysis of existing cases of corruption, the method includes bribes, mark-ups, and improper bookkeeping. Bribe mode one of which occurred in the case of social aid involving the former mayor of Bandung Dada Rosada. The bribe giver is the staff/clerk of Bandung City Government. Markup mode occurs in some cases, for example in waste management unit (UPS) in the city of Depok.

This case involves employees of market services, cooperatives, and SMEs Depok City and causes losses of the state of Rp 170 million. Besides, there are also cases of multi-media equipment procurement project in Bekasi City. This case involved the head of Bekasi City Social Service.

The last mode is incorrect bookkeeping. It happens in some areas of West Java. For example, what happened in Cianjur Regency in the case of corruption of food and water operational funds amounting to Rp 7.5 billion. The officials involved are the Head of Spatial Planning and Settlement Office and Head of Sub Division of Household of Cianjur Regency. The same thing happened in Ciamis Regency that is corruption case of aid from West Java province to National Sports Committee (KONI) of Ciamis Regency worth Rp 3 billion.

The current state of affairs related to the issue of corruption is that the actors involved vary and the corruption mode becomes more sophisticated. The region was also experienced the same with no exception in West Java. It is common knowledge that APBD is the primary source targeted by officials in the area for corruption. ICW monitoring witnessed it in 2011, where the region's financial sector becomes a corrupt sector to be corrupted. The object is none other than APBD. The greater funds of it budget than the significant chances of funds to be corrupted. Associated with corruption in West Java, the community reports on this issue are considerable.

For example, as of August 2013, at least 109 cases of corruption proceed by West Java Police (accumulation of all cases in all Police Resort in West Java). Of the 109 cases, only 41 cases were P21. In 2012, cases of corruption that reached P21 and handled in the High Court of West Java (Corruption Court of Bandung) as many as 43 cases. Meanwhile, for the year 2011 the numbers of cases that reach until P21 stage 52 cases (<http://infokorupsi.com/id/korupsi> [27/07/2017]).

One primary cause of unresolved problems of the nation to achieve Indonesia Sovereign and Independent was the lack of cooperation to realize (Good) Governance. It requires the government, including the local one, to set up its high-performance by practical application of Government Internal Control System (GICS) including optimization of internal government oversight roles.

The strengthening of the effectiveness of the GICS and internal government oversight function is one of the efforts that need to do. They are the ways to support the improvement of the performance, transparency, and accountability of the government through the management of governance. For they oriented towards the sensitivity of all possible events (risks) that can hinder the achievement of objectives could serve as the capital in overcoming the problems of the nation, Included in the managing government in the local level.

Tasikmalaya City is within the East Priangan-Pangandaran Development Area in West Java Provincial Regulation No. 22/2010 on West Java Provincial Spatial Plan of 2009-2029. The total population of this city in 2010 is 639,987 inhabitants, while the year 2015 of

657,477 inhabitants; which thus increased by 17,490 in five years. It indicates that the City of Tasikmalaya is including the city that experienced significant development. Therefore, it accompanies excellent service from the government. It is where the significance of e-government as a form of government adaptation to technological developments so that service to the community becomes faster, precise, and open.

II. THEORETICAL FRAMEWORK

A. Implementation of Public Policy

Public policy implementation according to Pressman and Wildavsky, [1], as "implementation as to carry out, accomplish, fulfill, produce, complete" the implementation of policies is an active process that brings, finish, fulfill, produce and complete the objectives of the policy. Furthermore, Pressman and Wildavsky explain that policy implementation is basically the ability to "build relationships" in the cause-effect link in order for policies to have an impact. Implementation of the policy will not be effective if the relationship between all agents that run the policy actually produces a "policy implementation deficit". In policy implementation, objectives must be clearly defined and well understood, resources must be provided, the chain of command must be able to unite and control these resources, and the system must be able to communicate effectively and control the individuals and organizations involved in the implementation of the task.

Michael Howlett and M. Ramesh [2], suggests that the implementation of the policy is "the process whereby a program of policies are Carried out. It denotes the translation of the plan into practice". Charles O. Jones [3] formulate a more complete, namely as "a process of getting additional resources so as to figure out what is to be done ... is that set of activities directed toward putting a program into effects". Meanwhile, Gordon et al. [4] said the implementation of policies regarding the various activities directed to the realization of the program. In this case, administrators set the way to organize, interpret and apply the policies that have been selected. Organizing it means managing resources units and methods for implementing the program. Doing interpretation with respect to translate the language or terminology program into the plans and instructions that are acceptable and feasible, while applying means using instruments, doing or providing routine service, making payments. Or in other words, implementation is a stage to realize the goals of the program. In this regard, the preparation of the implementation, which is to think and calculate carefully the various possibilities of success and failure, including obstacles or opportunities that exist and the ability of organizations who are tasked to implement the program. Thus, according to Pressman and Wildavsky [1], Howlett and M. Ramesh [5], the implementation of public policy has the following preconditions:

- 1) implementation of public policy contains



something/some purpose or goals; 2) in public policy there is an idea that underlies the emergence of the policy; 3) in public policy there is a series of activities directed at the realization of the program; 3) in realizing the program, the task of the administrators of government (bureaucracy) to interpret, organize and apply the policy, and 4) implementation of policies requires a variety of instruments and resources.

Based on the opinion as quoted above, it can be concluded that the implementation of the policy is an administrative tool, where various actors, organizations, procedures, and techniques work together to implement policies to achieve the desired impact or goal. The success of the achievement of policy goals, depending on the actors participating in the implementation of the policy. Therefore, Howlett and M. Ramesh [5] Jones [3], and Gordon [4] explain that policy implementation can be seen as a strategic interaction process that is established from cooperation among a large number of actors involved in the implementation of policies to achieve the objectives of the policy mandate. The participation of such individual groups in the policy implementation may have some form and cooperate with government agencies.

Many people think that policy implementation is merely an exercise of what the legislature or decision-makers have decided to do less. In fact, not all policies can be implemented properly; it is still possible to face failure. If a brilliant policy implemented improperly it can fail to achieve the goal. Therefore, the study of policy implementation is concerned with achieving the goals and objectives of decision makers or policies. A similar opinion was expressed by Udoji [6], that the execution of policies is as important if not more important than policy-making. Policies will remain dreams or blue prints jackets files unless they are implemented" (execution/implementation of policies are important, perhaps even more important than the policy-making). Policies will simply be a dream or a good plan that is stored neatly in the archive if not implemented. Udoji's opinion suggests that policy implementation is crucial to the success and failure of a policy.

Based on various opinions that have been described above, the policy implementation includes actions by various actors, especially the bureaucrats that are intended to make the program run. Furthermore, it can be said that policy implementation includes the first activities of implementing agencies assigned by the Constitution with responsibility in running the program it must obtain the resources needed for smooth administration. The sources are includes personnel, equipment, land, raw materials, and funds. Second, implementing agencies develop the basic budget language into congregational directives, regulations and program plans and plans. Third, agencies should organize their activities by creating bureaucratic units and routines to cope with the workload. And ultimately the implementing agencies provide benefits or restrictions to customers or target groups as a manifestation of the actual output of a program.

B. Good Governance

The term governance is already known in the literature administration and political science almost 120 years since Woodrow Wilson introduced the study field of approximately 125 years ago. But during that governance is only used in the context of corporate organization and management of higher education institutions. The discourse about governance is emerging around in recent years, especially after the various international financing institutions require good governance in the various aid programs. By theoreticians and practitioners of Indonesian state administration, the term good governance translates into governance mandate, good governance, good government governance and responsible, there is also interpreted as narrowly as clean government [7].

The most fundamental difference between government and governance concept lies in how the implementation authorities of political, economic and administrative in managing the affairs of a nation. Government concept connotes that the government role more dominant in organizing various state authorities. While in governance implies how a nation distributes power and manage resources also various problems faced by the community. In other words, in the concept of governance contains the elements of a democratic, fair, transparent, rule of law, participation, and partnerships [7].

Then implicitly the word good in the good governance itself contains two meanings; First, high value upholds the will of the people and values that improve people's ability to achieve self-reliance and social justice. Second, the functional aspects of governance that is effective and efficient in the execution of their duties to achieve these objectives.

The concept of good governance is becoming very popular and is now recognized as a new political manifesto. Analysis of the World Bank stressed the importance of governance program, which includes the need for rule of law, freedom of the press, respect for human rights, and encourages the involvement of citizens in the framework of development. Governance program focused on reducing the amount of government bureaucratic organization; privatization of state-owned entities; and improved financial administration.

The World Bank provides limits of Good Governance as a public service that is efficient, the judicial system that is reliable, governments that are accountable to the public, the management of socio-economic policies that make sense, democratic decision making, transparency, governance and accountability of adequate financial, creating an environment that is friendly to markets for development, measures to combat corruption, respect for the rule of law, respect for human rights, freedom of press and expression.

The United Nations Development Program (UNDP) defines governance as the use of political and administrative economic authority to manage state affairs at all levels. Governance encompasses all mechanisms, processes, and institutions, by which citizens and community groups

express their interests, exercise their legal rights, fulfill their obligations and bridge the differences between them. Further, it is mentioned that in the context of development, the definition of governance is the mechanism of the management of economic resources and social for development goals, so that good governance is a mechanism for the management of economic resources and social substantially and its application to support the stable development of the main requirements efficiently and (relative) evenly distributed [8].

The governance means proposed by United Nations Development Program (UNDP) is supported by three pillars, namely political, economic and administrative. The first pillar is good governance in the political field is intended as a decision-making process for the formulation of public policy, whether conducted by the bureaucracy itself and by bureaucracies' together politicians. The second pillar is economic governance includes decision-making processes to facilitate economic activity in the country and the interaction between economic organizer. While the third pillar, namely governance in the areas of administration, contain implementation processes, policies that have been decided by the political institutions (LAN & BPK, 2000).

Meanwhile the Institute of State Administration (LAN) defines governance as the implementation process of the power of the state in providing public good and services. LAN confirms the views from the functional aspect; governance can be evaluated from whether the government has to function effectively and efficiently in order to achieve goals that have been outlined or otherwise (LAN & BPK, 2000).

Good in good governance according to the Institute of State Administration (LAN) contains two meanings. First, values that uphold the desire or the will of the people, and values that can improve the ability of people in the achievement of (national) independence of sustainable development and social justice. Second, functional aspects of the governance that is effective and efficient in the execution of their duties in order to achieve these goals. Based on this understanding, the LAN later suggests that good governance oriented toward two things: First, state ideal orientation directed at achieving national goals and two functional aspects of effective and efficient governance in the execution of their duties in order to achieve these objectives. Furthermore, based on these descriptions LAN concluded that good governance is a solid state governance and responsible and efficient, to keep the "synergistic" constructive interaction between the domains of the state, the private sector and the public (LAN & BPK, 2000).

The concept of good governance can also be found in the Government Regulation No. 101 of 2000 on Education and Training Position Civil Servants, in the explanation of Article 2 (d) defines good governance as leadership to develop and implement the principles of professionalism, accountability, transparency and service prime, democracy, efficiency, effectiveness, rule of law and can be accepted by the whole of society (Government Regulation Number 101 Year 2000 Position of Education and Training of Civil

Servants).

Governance assumes many actors involved where there is no dominant that determine the motion of other actors. The first message of the terminology governance denied a formal understanding of the workings of state institutions. Governance acknowledged in society there is a lot of decision-making center that works on different levels. According to UNDP, governance has three domains, namely: 1) state or governance (state); 2) the private sector or the business world and the (private sector); and 3) society (Government Regulation Number 101 The year 2000 Position of Education and Training of Civil Servants).

The third domains in the Governance are in the life of the nation, the state, and society. The government sector plays more of a role as a policy maker, controller, and supervisor. The private sector is more confused and becomes the driving force of economic activity. And the public sector is the object as well as the subject of government and private sectors because in society there is interaction in the field of politics, economic, and sociocultural [9].

The concept of good governance is an ideal type of governance, which is defined by many experts for practical purposes in order to build the state-society relationship-good market. Some opinions even disagree with the concept of good governance, as too loaded with ideological values.

Good governance as a mechanism of resources management involving the economic and social influence of the state sector and non-government sector in a collective effort. This definition assumes that many actors are involved where nothing is so dominant that determines the motion of other actors. The first message of governance terminology denied a formal understanding of the workings of state institutions. Governance admitted in the society there is a lot of decision-making center that works on different levels.

Purwo Santoso [10] believe that the concept of governance that more ideal is Democratic Governance which is a governance from the community (participation), which is managed by the people (democratic institutions legitimate, accountable and transparent), and utilized (unresponsive) to the benefit of the community. In principle, this concept is substantively not much different from the concept of good governance but did not enter the market dimension.

The main key to understanding good governance is an understanding of the principles in them and departed from these principles will be obtained benchmarks the performance of a government in efforts to achieve good governance. An assessment of the merits of the government can be assessed when it has been in contact with elements of the principles of good governance. Indonesian Transparency Society (MTI) (2008) put forward the principles of good governance as follows: 1) public participation, all citizens have a say in decision-making, either directly or through legitimate representative institutions that represent their interests. Comprehensive participation builds on freedom of assembly and expression, as well as the capacity to participate constructively, 2) upholding the rule of law, the

legal framework should be fair and enforced indiscriminately, including laws regarding human rights, 3) transparency, built on the free flow of information. All government processes, institutions, and information need to be accessible to interested parties, and the information available should be sufficient to be understood and monitored, 4) caring for stakeholders, institutions and the whole process of government should try to serve all stakeholders, 5) consensus-oriented, good governance is to bridge the different interests for the sake of the establishment of a complete consensus and the best for the community, and especially in policies and procedures, 6) equality, all citizens have the opportunity to improve or maintain their well-being, 7) effectiveness and efficiency, governance processes and institutions produce results according to the needs of citizens and using the resources that exist as optimally as possible, 8) accountability, decision makers in government, the private sector and civil society organizations are responsible both to society and to the institutions concerned. The form of liability depends on the type of organization concerned, and 9) strategic vision, leaders, and the public have a broad perspective and far forward on good governance and human development, as well as sensitivity to make it happen, it should have an understanding of the complexity of the historical, cultural and social that became the basis for the perspective.

Clear that good governance is a matter of balance between the state, markets, and society. Indeed, until recently, a number of characteristics of the goodness of a governance more to do with the government's performance. The government is obliged to invest in promoting long-term economic goals such as health and infrastructure education. But to compensate for the country, a competent civil society needs through the application of the system of democracy, rule of law, human rights, and respect for pluralism.

Build good governance is changing the way of state work, to make the government accountable, and to build actors outside the country to participate capably create a new system is beneficial in general. In this context, no single development objective can be manifested properly only by changing the characteristics and workings of state and government institutions [8].

The essence of the concept of good governance as described above is the power of governance concept lies in the activity of the state sector, community and market to interact. Therefore, good governance, as a social project, should look at the condition of sectors outside the country, so that established an interconnection between the sectors that compose governance.

Based on the demands of the political reform where is expected that the good corporate governance also demanded reflection of state financial reforms, while these demands include the following: 1) discretion reform, these reforms include the flexibility in the management of state finances, particularly more pronounced for the government. Along with the flexibility (discretion) of the change control which was originally performed vertically and is characterized by a centralized, hierarchical turned into horizontal control

where control is done horizontally by the Parliament, assisted by the BPK and BPKP, 2) budget Reform, reform the budget split between the regular budget and the development budget will also be shifted to the budget according to the organization, the type of expenditure and its function, so that the consequences of a shift in the budget must be approved by Parliament. Similarly, from the results of the implementation of the budget performance should be measured to what extent the government services to the people, therefore, measurement of performance (performance measurement indicators) should be created to measure the performance of the government, 3) strategic cost Reform, the financial balance of central and local, but also through revenue. Local government is also possible to obtain loans either from within the country or from abroad. On the contrary, the central government is also possible to obtain loans from local governments when the local government gets a surplus, and 4) deficit/surplus spending reform, for the accounting treatment of the budget deficit was more objective. In the pre-reform period, the budget deficit was never known as the revenue of the state was recorded as state revenue so that in the APBN did not recognize the budget deficit, so too was not familiar with the budget surplus. Every year the central and local governments must calculate the actual budget deficit/surplus. If there is a deficit then the next solution to solve the problem, whereas if there is a surplus then it should be allocated for the actual welfare of the community or even pay off foreign debt and specially oriented for prospective regeneration so that later leave no burden for the next generation.

The rules of financial state management based on a new paradigm in this reformation era are a practical reflection on: 1) results-oriented accountability. This reflects that performance-based budgeting exerts more emphasis on the implementation of planned and programmed budgeting systems, which prioritize the direction of budgets that are usually instituted by institutions and revenue into implementation-based budgets. It also means applying a budgeting system that emphasizes the relationship between the various outcomes of the programs and the inputs needed to produce something that is directly beneficial to the welfare of society, thereby making it easier to analyze alternative plans for achieving a predetermined objective/planned, 2) professionalism, which starts from the preparation of the budget plan, the management and to the extent liability is required to be implemented professionalism, which is a collaboration between correspondences abilities and skills as well as policy makers are focusing performance is effective and efficient, good performance in terms of process and in terms of results, the impacts and benefits, 3) proportionality, practical reflection of proportional demands is the aim of the planned budget for management is expected to appropriate and commensurate with the demands of the existence of society and the nation of Indonesia at the present moment, to say the present job is very minimal and unemployment is very large, in proportion to the planned budget should be

proportionately Indonesian nation to address challenges of the present moment, 4) openness in state financial management, as one of the measures taken in order to realize the ideals of the reform is the presence of transparency accountability of state financial managers, this means that every time anyone at any time if you want to verify the financial management of state for government officials then have set up the system and its instruments, including the delivery of government financial accountability report prepared by following government accounting standards generally accepted, and 5) audit by the supreme audit agency free and independent, based on Law No. 17 of 2003 on state finances article 30 has been confirmed that the central and local governments will be responsible for implementation of APBN/APBD to the DPR/DPRD after being examined by the BPK. These budget realization reports present revenue realization and expenditure also explain the performance of each ministry/agency and working units.

Implementation of good governance in the government cannot be separated from the implementation of the management system of governance which is a set of results from the implementation of the management functions (planning, organizing, actuating, and controlling) are implemented in a professional and consistent. The implementation of the management system is capable of producing a positive partnership between government, private business, and society. Accordingly, government agencies can provide excellent service to the community.

In an effort to realize good governance and good local governance, the government has set the agenda for the creation of good governance in Indonesia; the agenda has at least five (5) targets, namely: 1) significantly reduced corruption, collusion and nepotism in the bureaucracy which starts from the top ranks of the officials; 2) the creation of the institutional system and government administration that is efficient, effective, transparent and also accountable professionals; 3) losing the rules and practices that are discriminatory against citizens; 4) increasing public participation in public policy-making; and 5) ensuring the consistency across different levels of government regulation [11].

III. METHODS

Based on the objectives, this research is included in the category of descriptive study, the research sought to describe the specific details of the situation, setting or social relations that take place within the scope of the study subjects [12]. Therefore, this type of research is descriptive analytical. This type of research by Vredenburg [13] is a type of study that attempted to describe the complex social reality through simplification and clarification by utilizing concepts that could explain a social phenomenon analytically.

Data obtained with qualitative methods, such as data from interviews, literature study and documentation both qualitative information are all processed into qualitative data [14]. Qualitative data already collected was then selected and simplified then analyzed to find the essence, the main theme, the focus of the problem and the patterns [15]. Furthermore,

qualitative data was analyzed and described by using techniques of qualitative analysis, so it seemed an analytical interpretation of the author.

In this study, the main subject of research is the officials in the Tasikmalaya City Government such a higher officials and the staff of the Public Relations Protocol and General Bureau of the Region Secretariat of Tasikmalaya City.

IV. RESULTS AND FINDINGS

E-Government in Indonesia began in 2001 that since the emergence of Presidential Instruction no. 6 Year 2001 dated. 24 April 2001 on Telematics (Telecommunication, Media and Informatics) stating that government administrators must use telematics equipment to maintain good governance and consolidate democratic processes in the country. But in the course of this initiative the central government does not get support and response from all government stakeholders that is marked by the utilization of information technology that has not been maximized. To this the central government had a team to coordinate planning and pioneer action programs and initiatives to improve the development and utilization of telematics technology in Indonesia, and to facilitate and monitor their implementation.

The use of E-Government by governments is basically to provide citizens with more convenient access to government information and services and to provide public services in areas of their required fields. The first part of the implementation of E-Government is the "computerization" of public offices that can enable them to build their capacity in better service and bring more governments to use technology as a catalyst. The second part is the provision of citizen centric services through digital media such as developing interactive government portals.

The field of use of information technology in E-government is very broad, which includes business affairs and other matters pertaining to government. Here E-Government can be applied to legislative, judicial or public administration institutions to improve internal efficiency, deliver public services or democratic governance processes.

Tasikmalaya City has launched its e-Government initiative since 2008-2009 and has received numerous awards for its success in implementing E-Government, especially at the district/city level in Indonesia. Various breakthroughs and innovations such as the development of the intranet network infrastructure and the Internet Local Government Work Unit (SKPD) and the village as Tasikmalaya City, introduction of Tasikmalaya City e-procurement, integration of the UN-POS (Payment Online System) and integration of SIAK Online Tasikmalaya city. The development of Tasikmalaya's urban Internet infrastructure has reached 40 Mbps, leading to an increase in network speed in the Tasikmalaya city government. In addition, the maintenance and expansion of 18 BTS backbones for 60 urban villages and all SKPD in Tasikmalaya City with Fiber Optic Network (FO) in 20

points is an attempt to advance the quality of the Internet connection within Tasikmalaya City government offices.

The sustainability of the website and webmail www.tasimalayakota.go.id is the so-called people can access information on the website online and has published in the news in it as many as 5,915 title visits. In the tendering process, the process often takes place in the tendering process (Office of Communications and Information Tasikmalaya City, 2016).

From the information above, the services made by the government apparatus in doing their tasks and functions do not run as full as the heart, so that the services provided do not give satisfaction to the community. Therefore, it is desperately needed an apparatus that has the ability and qualified skills in an effort to realize the satisfaction of services needed by the community. The discipline of the apparatus in providing satisfactory service is also an important spotlight, so that every society in charge of service of the apparatus is always in place in an effort to carry out the service desired by the society.

As stated in PP No 56 of 2003 on the system of regional financial information. Article 4 (1) states that regional financial information submitted from the regions to the government in accordance with Article 2. It includes 1) Regional Revenue and Expenditure Budget and implementation of the province, regency and Regency budget city. 2) Regional Balance Sheet. 3) Cash flow statement. 4) Notes on the regional qualifications. 5) Deconcentrating and co-management funds. 6) Financial report of the regional government. 7) Data related to the regional fiscal capacity and needs.

This requires the government to implement immediately the transformation process towards E-Government, which can optimize the use of advances in information technology to remove barriers to the management system, and implement the government in an integrated way for information and public services immediately.

The first activity is the extension of the E-Government program, which is aiming for technical potentials to realize E-Government. Extensification is done by making information technology network in Tasikmalaya City. This is accompanied by the willingness of cooperation of all parties from government parties to interconnect the E-Government service program. Included here is cooperation with Telkom as a Government Owned Enterprise.

The second activity is observation and data search. This activity is carried out by utilizing data from third parties (agencies, institutions, associations, and others) or findings through direct observation in the field. In addition, sweeping of the region with the availability of technological tools.

The third activity is socialization, education and counseling. Socialization is done through talk shows, seminars, advertisements in various media, banners, billboards, advertisements in mass media, seminars, brochures, pamphlets, leaflets. Education and counseling is done through the Secretariat of the City Government and the Office of Communication and Information by opening the

Information Class. This Information Class is open every Saturday and Sunday to provide information on how to do E-Government applications. Based on the above explanation, it can be concluded that the implementation of extensification activities that have been done by Tasikmalaya City Government is quite good. To measure the successful implementation of extensification activities can be done through an analysis of the suitability between procedures for execution of extensification activities that have been determined by the Mayor and contained in the Circular Letter of Tasikmalaya Mayor.

Access to the implementation of E-Government in Tasikmalaya City is still lacking. E-Government facilities can only be enjoyed by some people who have high internet power. Then, in terms of content, many things are still not accessible or empty in its website page. Thus, going to the office is still a realistic option to get things done rather than relying on applications over the internet. This is due mainly to the low technological power. Characteristic is if we take care of formal affairs were obtained in the offices visited, the computer system does not support quickly.

Concerning service, in Tasikmalaya City Government website, namely www.tasikmalayakota.go.id there is no display to make ID cards online. Within site, the public service menu is explanatory only, includes an explanation of investing, licensing, parks and green open space (RTH), and Wi-Fi Hotspot locations. For the making of ID cards, the public must still go to the sub-district office. For the procurement of goods and services transactions, merely explanations, there is no room for the deal. Then, to send comments and suggestions via webmail available in the menu there are obstacles, making it difficult to address the aspirations of the people against the Government. Another problem is the financial reports provided by the government are out of date so that the public will find it hard to get information from the government.

It means that the willingness of the government does not directly relate to the preparation of the community facing the progress and refinement of information technology per se. The government must provide reliable human resources, reliable tools, adequate finance, and comprehensive service for the good governance to perform.

The government of Tasikmalaya City followed the strategy of the Ministry of Communications in implementing e-government system, namely: 1) Develop a service system that is reliable and affordable to the public by means of equitable distribution of communications network throughout the territory of Indonesia. 2) Arrange system and work process of government and government autonomously holistically by way of preparing human resources accustomed to technology. 3) Utilize information and communication technology optimally by providing complete information. 4) Enhance the role of the business world and develop the telecommunications industry and information technology. 5) Conduct systematic development through realistic and measurable phases that is

through the stages of preparation, maturation, stabilization, and utilization.

For one thing, E-government development rules and standards need to be developed. Therefore, no individual definition and meaning of e-Government by the organizer who is local government. Management, e-government, implemented by the local government, despite the leadership parameters of the Ministry of Communications, but still focused only on the existence of the Internet. Two phases of transactions and other transformations are still negligent. E-Government is a good government that does a small part in infrastructure, developing e-government applications such as driving licenses, human resources, ID Cards, tax payments, health insurances, and other applications to be performed effectively.

For the other, there is an interrelated sources to develop beside the technology. The observation shows that the implementation of e-Government in Tasikmalaya City still has not fulfilled technological integrity and is still below the ideal system standard of E-Government. Disadvantages on all sides are still the vision of being a smart city with E-Government that still needs to be prepared in time that may still be long. The existence of E-Government in the City is still there, no progress.

V. CONCLUSION

Based on the results and discussion of research formulated research conclusions as follows: 1) Implementation of good governance in Tasikmalaya City is now being linked to the implementation of e-Government. Which then pioneered in support of good governance in Tasikmalaya City this is the concept of smart government, 2) implementation of e-Government in Tasikmalaya City has been running well but e-Government that has not yet enjoyed by the entire community. Only a handful or certain party has become aware of the technological advance of using government, 3) the implementation of e-Government in Tasikmalaya City is basically still half way and still far below ideal and desired standards. Maximum, e-Government in Tasikmalaya City is still in the preparation and maturation stage, not consolidation, let alone utilization, and 4) managerial, e-Government implemented by Tasikmalaya City Government despite following guidance parameters from the Ministry of Communications and Informatics but actually still oriented to web presence only. The other two stages of transactions and transformations are still neglected to run.

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