Level of E-Report Utilization in Special Region of Yogyakarta: Layne and Lee Model Perspective

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Abstract

This article will analyze the Level of E-Report Utilization in the Special Region of Yogyakarta using Layne and Lee's theory. Special Region of Yogyakarta has developed the use of e-government in each district and city in the Special Region of Yogyakarta. The development of e-government in the Special Region of Yogyakarta is related to the development of Jogja Cyber Province in Yogyakarta. One form of implementation of E-Government in DIY is E-Report in each regencies and city. Gunungkidul and Kulon Progo districts do not yet have an online community-based complaint system specifically for their communities. Gunungkidul Regency and Kulon Progo Regency still rely on email, social media, the official government website, and the SMS Center to interact with their communities. In addition to Gunungkidul Regency and Kulon Progo Regency, other local governments in DIY have specifically provided E-Report for their communities. This research is a qualitative research descriptive, which is done to describe the problem being researched and objectively integrating data at the research site. The type of data used in this study is secondary data. Based on the theory of Dimensions and Stages of e-Government Development theory developed by Layne and Lee shows that Kulon Progo Regency and Gunungkidul Regency are at the level of Vertical Integration. Furthermore, the Yogyakarta City, Sleman Regency and Bantul Regency have been at the highest level, namely at the Horizontal Integration level.

Keywords: E-Government, E-Report, Online Government, Cyber Government, Special Region of Yogyakarta

Introduction

Supporting activities in this era of globalization is one of the reasons for the use of Technology, Information and Communication (ICT) (Holgersson, Melin, Lindgren, & Axelsson, 2018). Utilization of ICT has evolved both for individuals, organizations, and government. The government sector is known as a rigid, rigid and formal sector, but now the government sector is trying to keep up with existing innovations (Salam, 2017). ICT is important for the part of government that is commonly called e-government because it requires ease of service and information as well as transparency between government and society (Lindgren & van Veenstra, 2018). The people will get easy to find information and the government is also easy to interact with the community and the community is also easy to participate in regional development. E-government, according to the United Nations is a government sector that uses the internet to provide information and services to the public. According to Indrajit (2002), E-government has four types of relations, one of which is government-to-citizen (G-to-C). G-to-C is one of many e-government applications which the government builds, including implementing technology, information and communication systems to improve relations between the government and the community (Indrajit, 2002). An e-government system can be a channel that can be accessed by the public to get information and fulfilment of services.

The development of e-government is an effort to develop governance based on using electronics to improve the quality of public services effectively and efficiently (Aham-Anyanwu, 2016). Through the development of e-government, management systems and work processes are structured within the government by optimizing the use of information technology (Napitupulu, 2020; Napitupulu, Adiyarta, & Albar, 2019). Based on the nature of information transactions and public services provided by the government through information networks, e-government development can be carried out through four levels, namely:
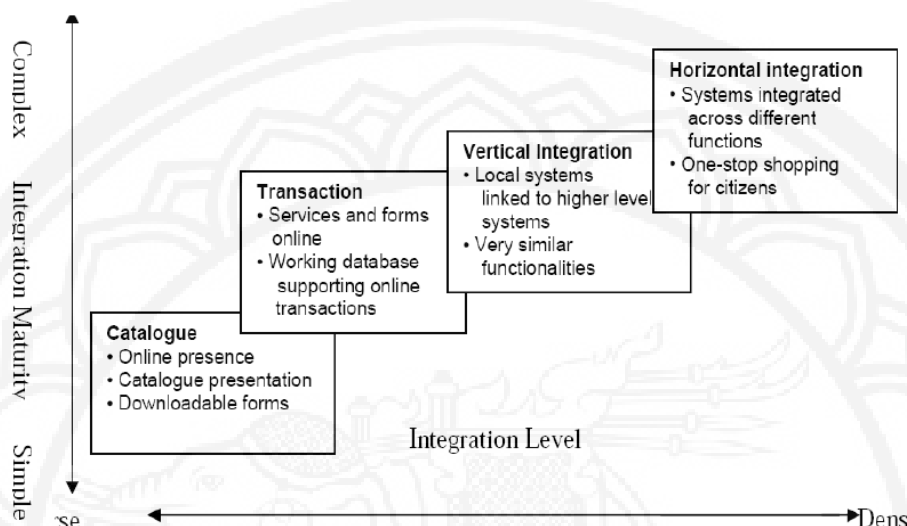

Figure 1 Layne and Lee Model

Source: Layne & Lee, 2001

Special Region of Yogyakarta has also developed the use of e-government in each district and city in the Special Region of Yogyakarta. The development of e-government in the Special Region of Yogyakarta is related to the development of Jogja Cyber Province in Yogyakarta. One form of implementation of E-Government in DIY is E-Report in each regencies and city. The E-Reports used by regencies/city in the Yogyakarta Special Region to capture the aspirations of their communities are as follows:

Table 1 Type of E-Report in Yogyakarta Special Region

Regency/City	Email	Website	SMS Center	Social Media	E-Report Application
Bantul Regency	✓	✓	✓	✓	✓
Sleman Regency	✓	✓	✓	✓	✓
Kulon Progo Regency	✓	✓	✓	✓	–
Gunung Kidul Regency	✓	✓	✓	✓	–
Yogyakarta City	✓	✓	✓	✓	✓

Based on the explanation above, the table shows that only Gunungkidul and Kulon Progo districts do not yet have an online community-based complaint system specifically for their communities. Gunungkidul Regency and Kulon Progo Regency still rely on email, social media, the official government website, and the SMS Center to interact with their communities. In addition to Gunungkidul Regency and Kulon Progo Regency, other local governments in DIY have specifically provided online-based community complaint media (E-Report) for their

communities. The presence of the E-Report is expected to improve the quality of public services easily, quickly, effectively and efficiently.

The implementation of this E-Report is, in fact, different in each region (Chusyairi, Ramadar, & Bagio, 2018; Chusyairi, Rudiawan, & Sasongko, 2018; Dai, Hadjaratie, & Bouti, 2017). Special Region of Yogyakarta which is predicted by the Ministry of State Civil Apparatus Empowerment and Bureaucratic Reform Indonesian as a pilot area for implementing E-Government still has fundamental and contradictory issues in the development of e-government. One fundamental problem is network infrastructure. The following is the distribution of network infrastructure in the Special Region of Yogyakarta:
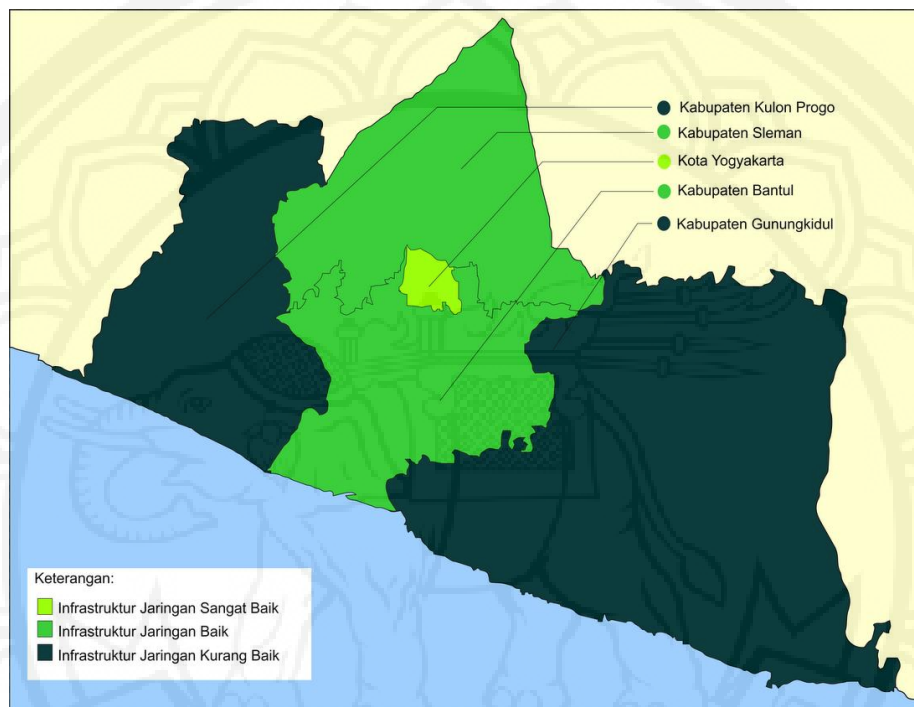

Figure 2 Distribution of Internet Infrastructure in Special Region of Yogyakarta
Source: Processed from Yogykarta City Communication and Information Service Strategic Plan 2017-2022,
Sleman Regency Communication and Information Service Strategic Plan 2017-2022,
Bantul District Communication and Information Service Strategic Plan 2016-2021,
Kulon Progo Regency Communication and Information Service Strategic Plan 2017-2022
and the Gunungkidul Regency Communication and Information Service Strategic Plan 2016-2021

Based on the map of the distribution of internet infrastructure above, it shows that Kulon Progo Regency and Gunungkidul Regency are areas with worse infrastructure distribution compared to other regions. In Kulon Progo Regency in the lowland region, communication access is more accessible whereas in the highlands, in the Menoreh hills, there is still a blank spot area. This condition causes frequent disruption of public services that require access to stable internet communication. The existence of the contours of the Kulon Progo Regency which varies significantly from the coast to the mountains has an impact on the difference in the quality of communication access, especially internet access because there are several blank spot spots in the Kalibawang, Galur, Nanggulan, Samigaluh and Kokap regions. On the other hand, the broader scope of agencies that must be served by internet connections whose presence is spread in various locations requires ICT infrastructure readiness to optimize public services and create transparent and accountable governance.

Similar to Kulon Progo Regency, Gunungkidul Regency has identical problems in implementing E-Report. Geographical factors become an inhibiting factor in the application of the compliant media. Gunungkidul Regency still has at least five districts which are still in blank spot status. Gedangsari Subdistrict, Girisubo Subdistrict, Ponjong Subdistrict, Rongkop Subdistrict, and Tepus Subdistrict are even categorized as areas with blank spot status by the Regional Government of Gunungkidul Regency. At least 27.7% of the regions in Gungkidul Regency will have difficulty accessing online government policies, one of which is E-Report.

Based on the explanation above, this research focuses on the study of the use of E-Report for the community. This study will also assess the level of use of E-Reports in districts and cities in Yogyakarta Special Region, given the Special Region of Yogyakarta as a pilot area for the implementation of e-government in Indonesia. However, it still has a series of fundamental problems that must be corrected.

Methods and Materials

This research is descriptive qualitative research, which is done to describe the problems that are being researched and integrating data at the research site objective. Qualitative research methods is a series of research procedures which results in descriptive data in the form of words both written and verbally regarding individual traits, situations, symptoms of a group or specific groups that are being observed (Moleong, 2005). The researcher chooses use this method because it is very suitable for use in the process data search to answer existing problems and support research needs. For types data used in research, the secondary data is obtained from the results of library studies, sources writings from various websites and media government-related social, as well as news and documentation that can support and complete the ingredients research analysis.

Results and Discussion

The Utillization of E-Report in Regency and City in Special Region of Yogyakarta

E-Reports owned by four districts and one city in Yogyakarta Special Region have differences. Whether is the type of community complaint media, the use of the community is up to the stage of governance of the community complaint media. The use of E-Report in the five regions throughout 2018 is as follows:
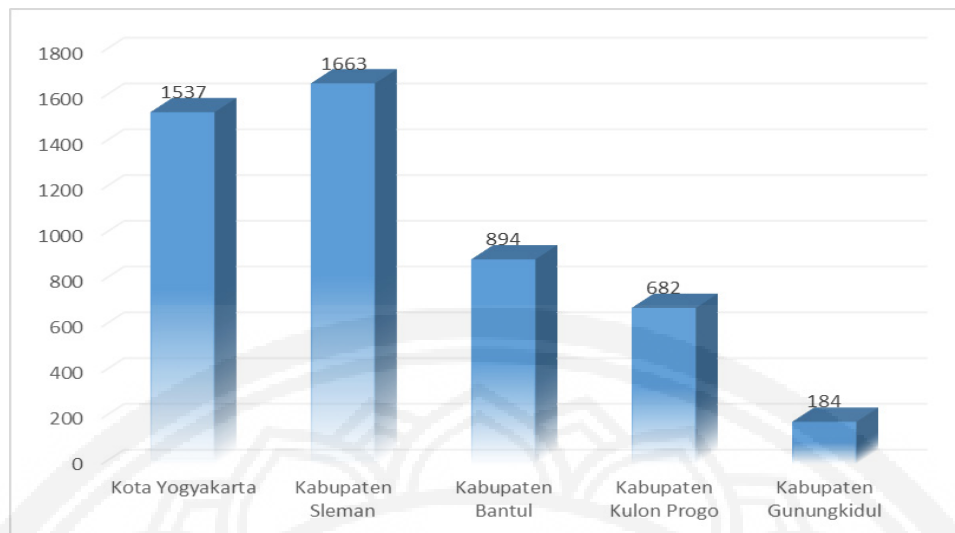
Figure 3 The Utilization of E-Report in Special Region of Yogyakarta
Source: Processed from Primary Data of Diskominfo Districts and Cities in DIY

Based on Figure 3 above, Sleman Regency is an area with the E- Report in Yogyakarta Special Region. Whereas Gunungkidul Regency is an area with the lowest civil complaint use in Yogyakarta Special Region, the use of E-Report is quite diverse. The topic of the complaint also has different variations in each region. Complaints and complaints that enter through E-Report are submitted and based on the needs of the community to get better service from local governments. The number of complaints registered is based on the complaint channel as follows:
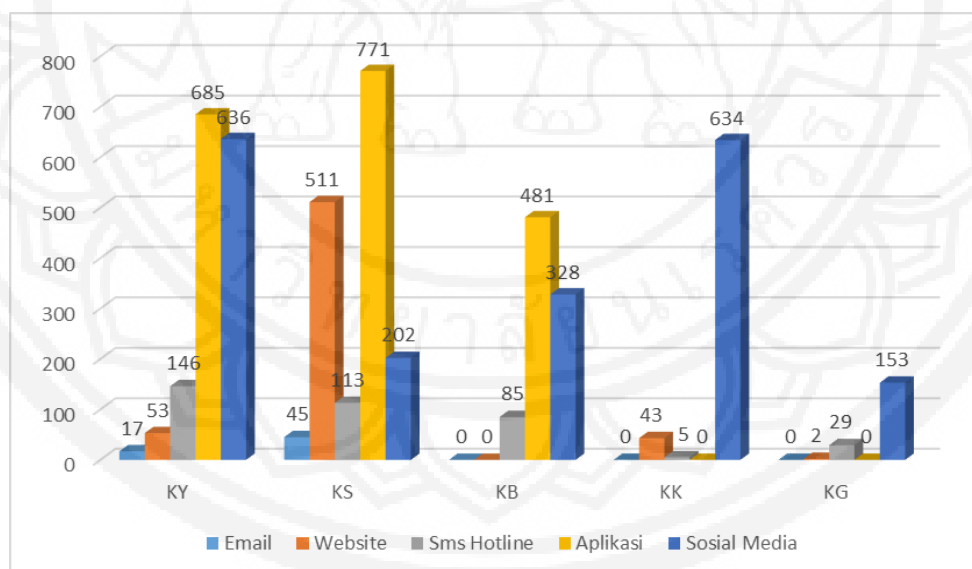

Figure 4 Complaints Channel Users

Based on the explanation above, it shows that the use of E-Report media in four districts and one city in the Special Region of Yogyakarta is dominated by application users (LAPOR BANTUL, LAPOR SLEMAN and Jogja Smart Service) and social media (Facebook, Twitter and Instagram) as a complaint channel which was the most used online. In the city of Yogyakarta, the most widely used E-report is the Application (Jogja Smart

Service) that can be easily and freely accessed through community smartphones in the city of Yogyakarta. The Jogja Smart Service application is a development of UPIK community complaints which is then integrated through the Jogja Smart Service application.

In addition to application-based complaints, online complaints through social media are also commonplace in today's digital era. In the city of Yogyakarta at least recorded during 2018, 636 complaints entered through social media managed by the Yogyakarta City Government. The social media-based complaints media are Twitter @pemkotjogja, Facebook Yogyakarta City Government, and Instagram city administration. Furthermore, email channels are the channels that use the least. Throughout 2018, there were 17 complaints of people who entered through the email humas@jogjakota.go.id

Furthermore, Sleman Regency, which is the district with the most utilization of E-Report in Yogyakarta Special Region. Similar to the city of Yogyakarta, the most channels used in Sleman Regency are smartphone-based applications, namely the SLEMAN LAPOR. The use of the SLEMAN LAPOR application throughout 2018 is 771 complaints. The SLEMAN LAPOR application is integrated automatically with the People's Online Aspirations and Complaints Service (SPN4-LAPOR!) Which is managed directly by the central government.

Website complaint media became the second-largest channel after the SLEMAN LAPOR Application. Throughout 2018, there were 511 complaints on the use of website-based public complaints received by the Sleman Regency Government. The website used is http://www.slemankab.go.id/surat-warga. On this channel, the public can submit their complaints through the citizen letter link. Meanwhile, the email channel is the channel with the least use. During 2018, 45 public complaints came through email pemdasleman@slemankab.go.id.

The findings in Bantul Regency show that the most-used channel is a smartphone-based complaint channel, the LAPOR BANTUL application. Throughout 2018, the use of the LAPOR BANTUL Application was 481 complaints. In addition to application-based complaints, online complaints through social media are also commonplace in Bantul Regency. In Bantul Regency at least 328 complaints were recorded during 2018, which were submitted through social media managed by the Bantul Regency Government. The social media-based social media complaints are Twitter @infobantul, Bantul Regency Facebook, and Instagram.

Furthermore, email channels and websites are the channels with the least use. During 2018, none of the community complaints used the community complaint media on the channel. This is because the presence of the LAPOR BANTUL application community tends to use the application to submit complaints. The public has begun to abandon previous complaints such as websites and emails. Even the use of the SMS Center every year is getting lower because of the android-based complaint channel.

Unlike the three regions above, Kulon Progo Regency and Gunungkidul Regency are areas that do not yet have smartphone-based channels to support E-Report. Thus, people in Kulon Progo and Gunungkidul districts tend to use social media as an online complaint channel. Throughout 2018, 634 complaints were used in Kulon Progo Regency as a complaint channel. The optimized social media by the Kulon Progo Regency Government is twitter @pemkab_kp, the Kulon Progo Communication and Information Agency's Facebook and the Instagram of the Ministry of Communication and Information. Furthermore, the website channel http://kulonprogokab.go.id/v3/portal/ in Kulon Progo Regency in 2018 was 43 complaints. While through the electronic mail channel none of the people's complaints entered through the email channel.

Similar findings were found in Gunungkidul Regency. Throughout 2018, social media channels were the most widely used by the people of Gunungkidul Regency. The use of social media in Gunungkudul Regency was

153 complaints. The social media optimized by the Government of Gunungkidul Regency are twitter @pemkabGK, Facebook of Gunungkidul Regency and Instagram of Pemkabgunungkidul. Furthermore, the SMS Center channel 0811 256988 in Gunungkidul Regency in 2018 totalled 29 complaints. While through the electronic mail channel none of the public complaints that enter through the email channel.

The Utilization Level of E-Reports in Yogyakarta Special Region

The use of E-Report in four districts and one city in the Special Region of Yogyakarta is very diverse. Sleman Regency is a district with the use of E-Report. This is because Sleman Regency is the regency with the most population in Yogyakarta Special Region. Besides, Gunungkidul Regency is the area with the lowest E-Report use in Yogyakarta Special Region.

If related to the Dimensions and Stages of e-Government Development theory developed by Layne and Lee shows that the level of e-government in four districts and one city in Yogyakarta Special Region are as follows:
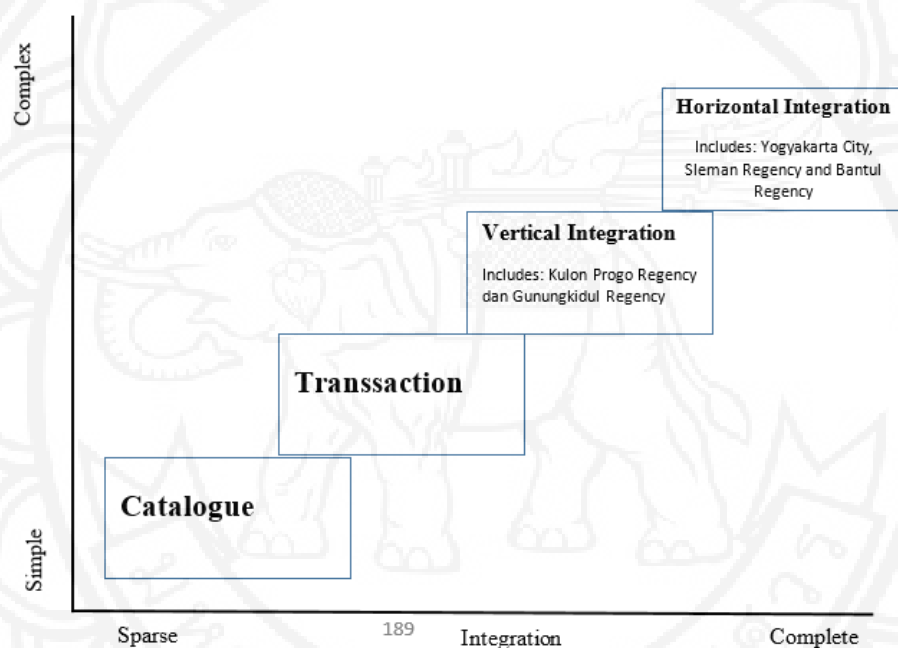

Figure 5 Level of Use of E-Reports Based on Layne's Theory

Based on the theory of Dimensions and Stages of e-Government Development theory developed by Layne and Lee shows that Kulon Progo Regency and Gunungkidul Regency are at the level of Vertical Integration. According to (Rahman, 2011) The level of vertical integration has occurred in a more complex integration between organizations, namely vertically. Organizations that are hierarchically structural are vertical but have the same function of integrating in one service.

In the development of E-Reports in Kulon Progo Regency and Gunung Kidul Regency, the LAPOR SP4N website or the People's Aspiration and Complaints Service System for the Management of the National Public Service Complaints developed by the Ministry of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia, is integrated with ministries/agencies also to the regional government. Therefore, Kulon Progo Regency and Gunungkidul Regency optimized the LAPOR SP4N online complaint media and were vertically integrated through the central government.

Furthermore, the Yogyakarta City, Sleman Regency and Bantul Regency have been at the highest level, namely at the Horizontal Integration level. According to (Rahman, 2011) At the Horizontal Integration level, the complexity of the system is increasingly marked by the integration between organizations that function differently. So at this stage, e-government has become truly an integrated service for the community. In the city of Yogyakarta, the government has launched a Jogja Smart Servie application in which the application has an online community based complaint menu and has been integrated with other services and regional device organizations in the city of Yogyakarta.

Furthermore Bantul Regency and Sleman Regency have also launched a smartphone-based E-Report application that can be integrated with all regional device organizations in the area. Facilitated by the regional Diskominfo, the complaint application is designed for all relevant agencies in the area. In addition to being integrated with all SKPDs, this application also accommodates reports submitted through LAPOR SP4N managed by the central government.

Conclusion and Suggestions

Sleman Regency is an area with the highest number of the utilization of E-Report in Yogyakarta Special Region. Whereas Gunungkidul Regency is an area with the lowest civil complaint use in Yogyakarta Special Region, the use of E-Report is quite diverse. The topic of the complaint also has different variations in each region. Complaints and complaints that enter through E-Report are submitted based on the needs of the community to get better service from local governments. Based on the theory of Dimensions and Stages of e-Government Development, the theory developed by Layne and Lee shows that Kulon Progo Regency and Gunungkidul Regency are at the level of Vertical Integration. Furthermore, the Yogyakarta City, Sleman Regency and Bantul Regency have been at the highest level, namely at the Horizontal Integration level.

Based on the above findings, the Yogyakarta Special Region Government, the Regional Government of Gunungkidul Regency and the Kulon Progo Regency Government must focus on catching up, the main thing being the supporting infrastructure for online services in their respective regions. Reducing network infrastructure problems and making applications supporting online services are the strategic policies to support the implementation of smart regulation and Jogja Cyber Province in Special Region of Yogyakarta. Besides, all regency and city local governments in Special Region of Yogyakarta must also disseminate massively to the public regarding E-Report so that the use of E-Report in each region is increasing

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