
Membangun Infrastructure E-Government & Hambatannya

E-Government: Perspektif Teori & Kondisi secara Global

Apakah E-Government

- The electronic delivery of governmental information and services 24 hours per day, seven days per week
 - Norris, D.F., Fletcher, P.D., & Holden, S.H.. (2000). *Is your local government plugged in? Highlights of the 2000 electronic government survey*. Washington, D.C.: International City/County Management Association



E-Readiness

- *Connectivity*: Are networks broadly available and easy and affordable to access?
 - *E-Leadership*: is e-readiness a national priority?
 - *Information Security*: can the processing and storage of networked information be trusted?
 - *Human Capital*: are the right people available to support e-business and to build knowledge based society?
 - *E-Business Climate*: how easy is it to do e-business today?
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Tahapan E-Governmet

Box 2: The Stages of E-Government

Emerging: An official government online presence is established.

Enhanced: Government sites increase; information becomes more dynamic.

Interactive: Users can download forms, e-mail officials and interact through the web.

Transactional: Users can actually pay for services and other transactions online.

Seamless: Full integration of e-services across administrative boundaries.

UN-DPEPA
& ASPA,
2002, 2

Peranan Pemerintah

Box 3: National governments play four distinct roles in an information society

- ▶ Determine the policies and regulatory structures
- ▶ Deliver the programs and services of government to the citizen
- ▶ Use the information infrastructures to enhance the internal administrative practices
- ▶ Interface with citizens in the democratic process of government.

UN-DPEPA &
ASPA, 2002, 4

Prinsip E-Government

Box 4: The Principles of E-Government

- ▶ **Build services around citizens' choices**
- ▶ **Make government and its services more accessible**
- ▶ **Facilitate social inclusion**
- ▶ **Provide information responsibly**
- ▶ **Use government resources effectively and efficiently**

UK Government White Paper

UN-DPEPA &
ASPA, 2002,

Table 2: The 2001 E-Government Index

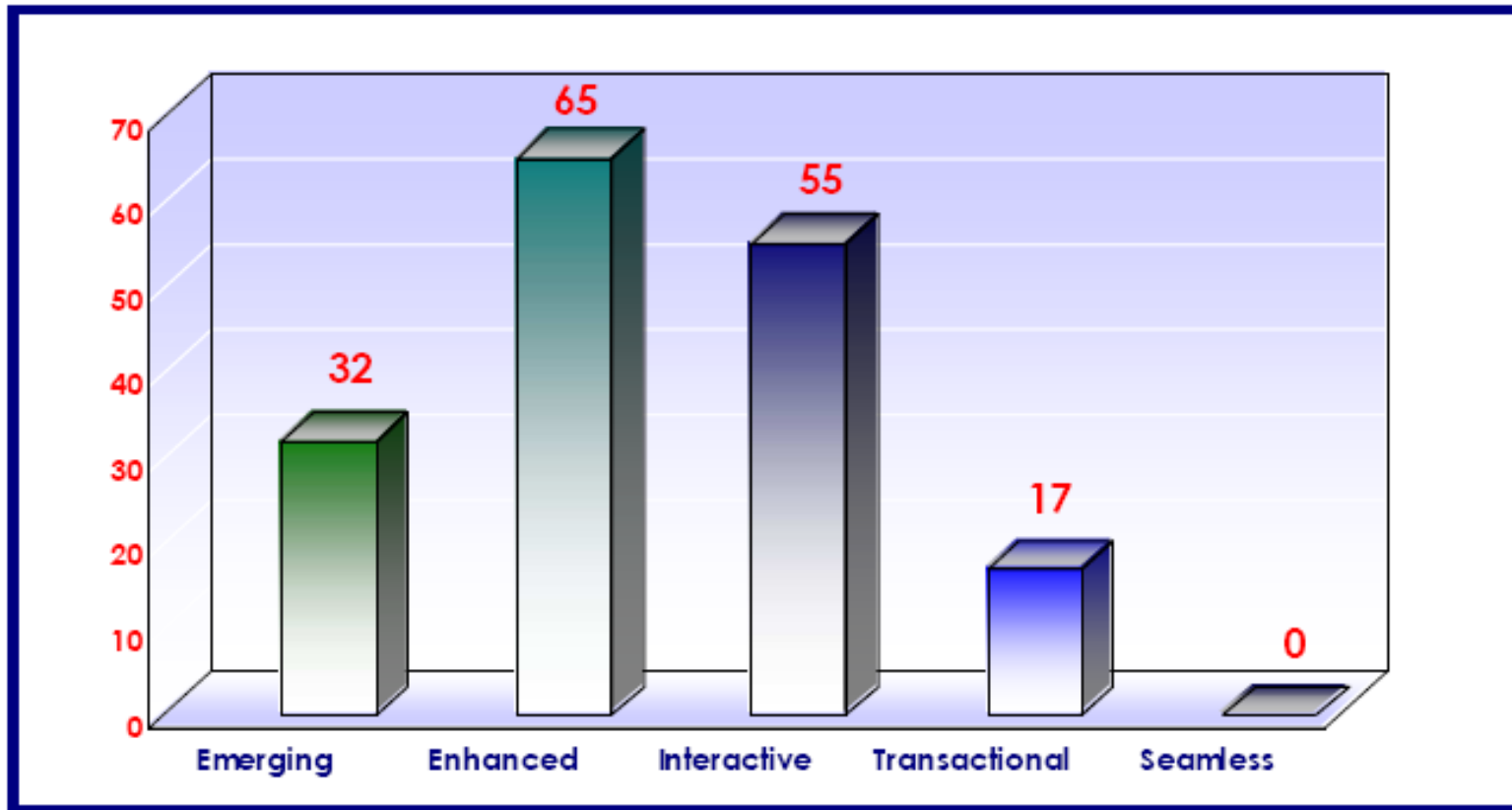
Global Index: 1.62

High E-gov Capacity 2.00 - 3.25		Medium E-gov Capacity 1.60 - 1.99		Minimal E-gov Capacity 1.00 - 1.59		Deficient E-gov Capacity Below 1.00	
USA	3.11	Poland	1.96	Armenia	1.59	Cameroon	0.99
Australia	2.60	Venezuela	1.92	Brunei	1.59	Cent African Rep.	0.98
New Zealand	2.59	Russian Fed.	1.89	South Africa	1.56	Ghana	0.98
Singapore	2.58	Colombia	1.88	Paraguay	1.50	Nepal	0.94
Norway	2.55	Latvia	1.88	Cuba	1.49	Thailand	0.94
Canada	2.52	Saudi Arabia	1.86	Philippines	1.44	Congo	0.94
UK	2.52	Turkey	1.83	Costa Rica	1.42	Maldives	0.93
Netherlands	2.51	Qatar	1.81	Panama	1.38	Sri Lanka	0.92
Denmark	2.47	Lithuania	1.81	Nicaragua	1.35	Mauritania	0.91
Germany	2.46	Ukraine	1.80	Djibouti	1.35	Bangladesh	0.90
Sweden	2.45	Bahamas	1.79	Dominican Rep.	1.34	Kenya	0.90
Belgium	2.39	Hungary	1.79	Trinidad & Tobago	1.34	Laos	0.88
Finland	2.33	Greece	1.77	Indonesia	1.34	Angola	0.85
France	2.33	Jordan	1.75	Jamaica	1.31	Haiti	0.84
Rep of Korea	2.30	Bolivia	1.73	Iran	1.31	Mauritius	0.84
Spain	2.30	Egypt	1.73	Azerbaijan	1.30	Tanzania	0.83
Israel	2.26	Slovakia	1.71	India	1.29	Senegal	0.80
Brazil	2.24	Slovenia	1.66	Kazakhstan	1.28	Madagascar	0.79
Italy	2.21	Mongolia	1.64	Belize	1.26	Zimbabwe	0.76
Luxembourg	2.20	Oman	1.64	Barbados	1.25	Burkina Faso	0.75
Unit. Arab Emir.	2.17	Ecuador	1.63	Guyana	1.22	Zambia	0.75
Mexico	2.16	Suriname	1.63	Honduras	1.20	Mozambique	0.71
Ireland	2.16	Malaysia	1.63	El Salvador	1.19	Sierra Leone	0.68
Portugal	2.15	Romania	1.63	Guatemala	1.17	Cambodia	0.67
Austria	2.14	Belarus	1.62	Gabon	1.17	Comoros	0.65
Kuwait	2.12	Peru	1.60	Turkmenistan	1.15	Guinea	0.65
Japan	2.12			Uzbekistan	1.10	Namibia	0.65
Malta	2.11			Vietnam	1.10	Togo	0.65
Iceland	2.10			Samoa (Western)	1.09	Gambia	0.64
Czech Republic	2.09			Cote d'Ivoire	1.05	Malawi	0.64
Argentina	2.09			China	1.04	Mali	0.62
Estonia	2.05			Pakistan	1.04	Ethiopia	0.57
Bahrain	2.04			Nigeria	1.02	Chad	0.55
Uruguay	2.03			Kyrgyzstan	1.01	Niger	0.53
Chile	2.03			Botswana	1.01	Uganda	0.46
Lebanon	2.00			Tajikistan	1.00		

UN-DPEPA &
ASPA, 2002,
7

Kondisi Implementasi E-Government secara Global

Chart 1: Country Stages for 2001



Indonesia???

Enhanced Presence: A country's online presence begins to expand as its number of official websites increase. Content will consist more of dynamic and specialized information that is frequently updated; sites will link to other official pages. Government publications, legislation, newsletters are available. Search features, and e-mail addresses are available. A site for the national or ruling government may also be present that links the user to ministries or departments.

Albania
Algeria
Andora
Armenia
Azerbaijan
Bahamas
Bangladesh
Barbados
Belarus
Belieze
Benin
Bosnia / Herz.
Burhino Faso
Cambodia
Cameroon
Cote d'Ivoire
Croatia
Cuba
Dominica
Domincan Rep.
Ecuador

El Salvador
Georgia
Ghana
Guatemala
Guyana
Honduras
Indonesia
Iran
Iraq
Kazakhstan
Kenya
Kyrgystan
Liechtenstein
Macedonia
Maldives
Mauratania
Micronesia
Monaco
Mongolia
Mozambique
Namibia
Nepal

Nigeria
Oman
Papaua New Guinea
Rwanda
St. Kitts & Nevis
St. Lucia
Samoa
San Marino
Senegal
Sierre Leone
Swaziland
Tajikistan
Tanzania
Trinidad & Tobago
Turkmenistan
Uganda
Uzbekistan
Vanuatu
Viet Nam
Zambia
Zimbabwe

UN-DPEPA
& ASPA,
2002, 13

Box 10: Factors Impeding an Enabling E-gov Environment in Developing Countries:

The are several core factors that have been identified in UN reports on ICT and have also been discussed in various forums impacting developing countries in ICT and e-government projects.

Core Factors	Symptoms	Consequences
Institutional Weakness	Insufficient Planning Unclear Objectives	Inadequately Designed Systems Cost Over-runs
Human Resources	Shortage of Qualified Personnel Lack of Professional Training	Insufficient Support Isolation from sources of technology
Funding Arrangements	Underestimated Project Costs Lack of recurring expenditure	Unfinished Projects Higher Maintenance Costs
Local Environment	Lack of Vendor representation Lack of back-up systems / parts	Lack of qualified technical support Implementation Problems
Technology and Information Changes	Limited Hardware / Software Inappropriate software	System Incompatibility Over-reliance on Customer Applications
		Knowledge Societies

Hambatan E-Government

INSTITUTIONAL / OPERATIONAL	MANAGERIAL	POLICY / PLANNING
Technology and infrastructure costs / factors	Lack of capacity to manage large scale IT projects	Lack of Coordination and or Strategic Planning
Lack of resources to support 24 / 7 operations	Lack of conviction of top or middle mangers	Lack of comprehensiveness and continuity of policies / programmes
Lack of innovative incentives in the public sector – particularly regarding IT	Management Expectations vs. Management Realities	Absence of Policy guidelines
Organizational / cultural dichotomies	Doubts and resistance by leadership	Organizational / cultural dichotomies
Lack of institutional support	Opposition by professional or union interests	Local governments and municipalities if left far behind become bottlenecks
Information mismanagement Reluctance to share among depts. Misuse of sensitive data	Obsolete legal frameworks to innovate and incorporate private sector	Lack of comprehensiveness and continuity of policies and programmes
Absence of Policy guidelines	Information mismanagement Reluctance to share among depts. Misuse of sensitive data	Opposition by professional or union interests

Bagaimana Konteks Indonesia

e-Readiness Indonesia?

- *Connectivity*: is very limited and need substantial improvement to support e-government
 - *E-Leadership*: e-government is not yet priority of national strategy
 - *Information security*: the processing and storage of networked information can not be fully trusted
 - *Human Capital*: right people to support e-government is limited and most of citizens are not yet familiar with ICT
 - *E-Business Climate*: some of the business sectors (especially banks) are doing their business with e-business
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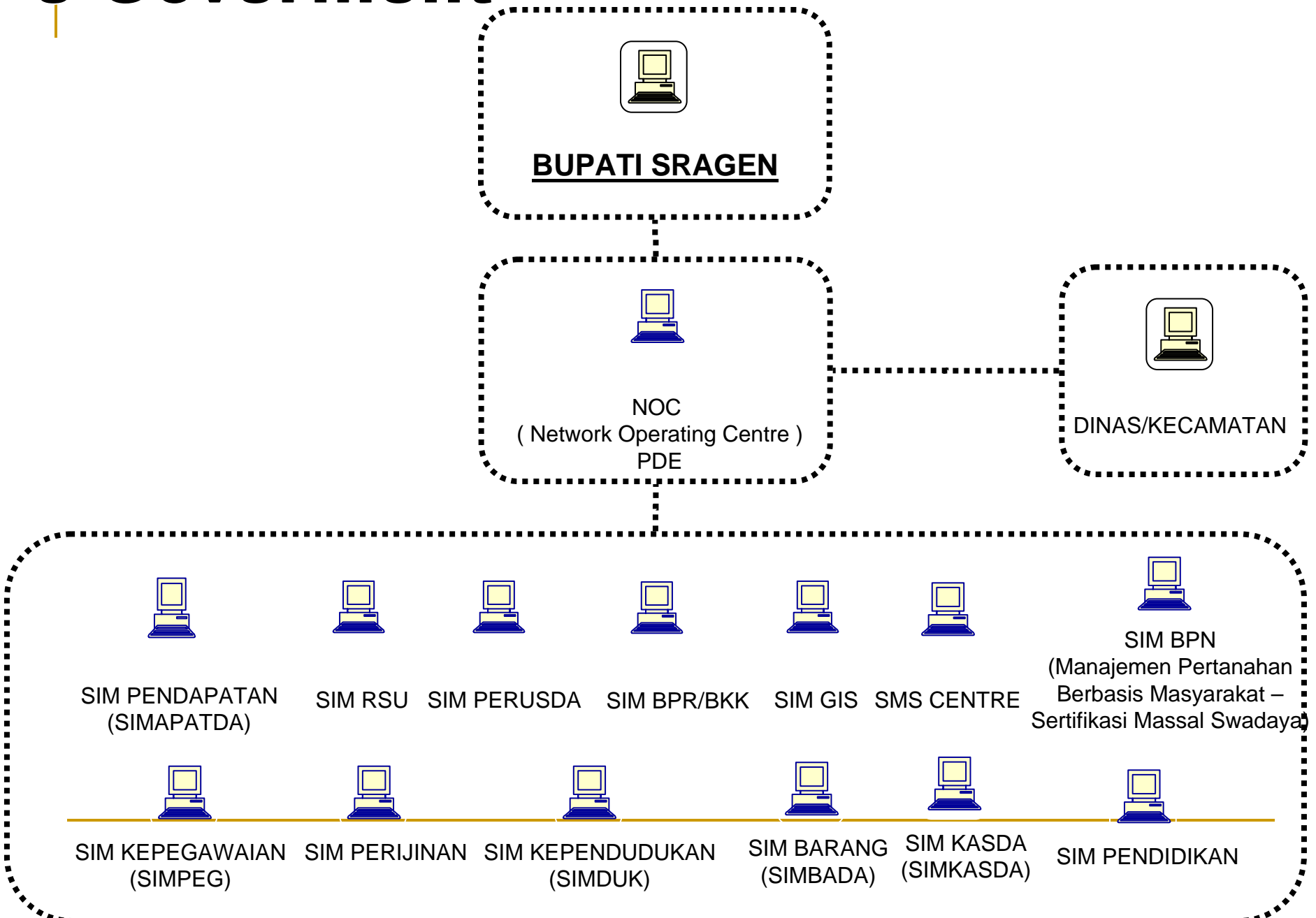
Hambatan Pelaksanaan E-Govt

- **Kultur berbagi belum ada.** Kultur berbagi (*sharring*) informasi dan mempermudah urusan belum merasuk di Indonesia. Bahkan ada pameo yang mengatakan: “Apabila bisa dipersulit mengapa dipermudah?”. Banyak oknum yang menggunakan kesempatan dengan mempersulit mendapatkan informasi ini.
- **Kultur mendokumentasi belum lazim.** Salah satu kesulitan besar yang kita hadapi adalah kurangnya kebiasaan mendokumentasikan (apa saja). Padahal kemampuan mendokumentasi ini menjadi bagian dari ISO 9000 dan juga menjadi bagian dari standar software engineering.
- **Langkanya SDM yang handal.** Teknologi informasi merupakan sebuah bidang yang baru. Pemerintah umumnya jarang yang memiliki SDM yang handal di bidang teknologi informasi. SDM yang handal ini biasanya ada di lingkungan bisnis / industri. Kekurangan SDM ini menjadi salah satu penghambat implementasi dari e-government. Sayang sekali kekurangan kemampuan pemerintah ini sering dimanfaatkan oleh oknum bisnis dengan menjual solusi yang salah dan mahal.
- **Infrastruktur yang belum memadai dan mahal.** Infrastruktur telekomunikasi Indonesia memang masih belum tersebar secara merata. Di berbagai daerah di Indonesia masih belum tersedia saluran telepon, atau bahkan aliran listrik. Kalaupun semua fasilitas ada, harganya masih relatif mahal. Pemerintah juga belum menyiapkan pendanaan (*budget*) untuk keperluan ini.
- **Tempat akses yang terbatas.** Sejalan dengan poin di atas, tempat akses informasi jumlahnya juga masih terbatas. Di beberapa tempat di luar negeri, pemerintah dan masyarakat bergotong royong untuk menciptakan access point yang terjangkau, misalnya di perpustakaan umum (*public library*). Di Indonesia hal ini dapat dilakukan di kantor pos, kantor pemerintahan, dan tempat-tempat umum lainnya

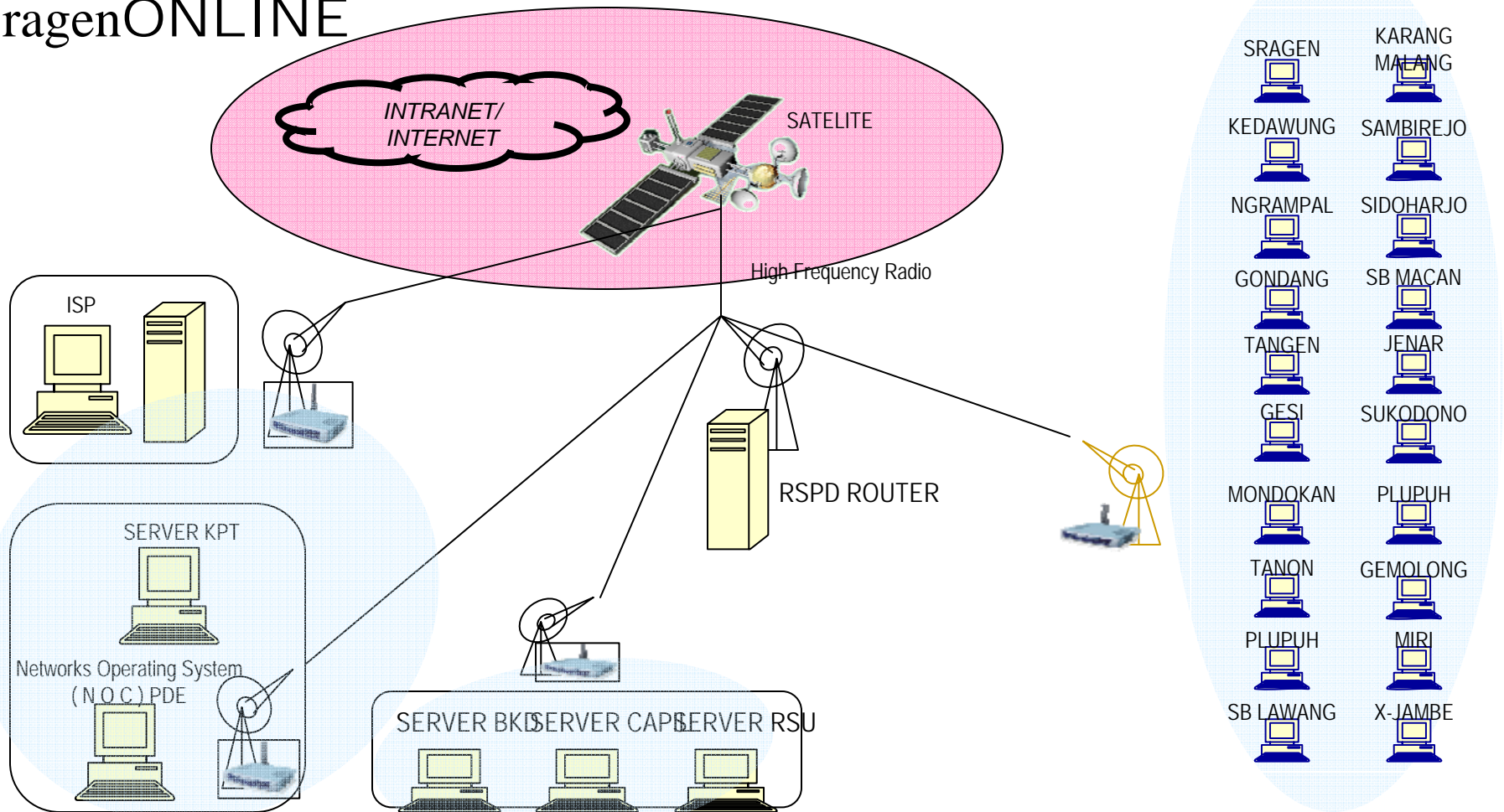
Problematic Situations of E-Government Development in Indonesia

- *Knowledge level:* only a few of government leader know exactly what is e-government
 - *Organizational level:* centralization of government system could not delegate the power over decision making
 - *Financial level:* limited budget for development of e-government and “project based system” could not guarantee the sustainability of e-government development
 - *Legal level:* legal infrastructures to support e-government are not yet fully established
 - *Management level:* e-government project is normally unwell planned and unwell coordinated.
 - *Technical level:* The difficulties are the limited access of people to e-government, not only PC with internets access but also hardware and software for digital signature (*low e-literacy*)
 - *Cultural level:* There is lag between speed of ICT and cultural change (especially culture of sharing information and service)
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e-Government



SragenONLINE



- **Web line → double control**
- **Sistem Jaringan IT – antar dinas/satuan kerja s/d kecamatan (2007 sampai ke desa)**
- **Online system – laporan dinas (daily report).**
- **Fasilitas teleconference, tukar data, internet.**
- **Setiap PNS (khususnya yang muda) wajib bisa mengoperasikan komputer.**