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Acceleration of Government Administration Services at Government Bureu and Border Regional Secretariat of the Riau Island Province through the Implementation of E-Government

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| **Article Info** |  |
| **Keyword:**  Border; Bureau; Implementation; E-Government | **Abstract:** The Government and Border Bureau of the Regional Secretariat of the Riau Islands Province faces the problem of government services that are not yet optimal due to the weakness of the government administration service system. These weaknesses include the fact that manual systems are still used, which are not updated and are not responsive to regional conditions, changes, and technological developments. For this reason, it is necessary to accelerate services through the implementation of e-government. Starting from these problems, the aim of this research is to analyze the acceleration of government administration services at the Government and Border Bureau of the Regional Secretariat of Riau Islands Province through the implementation of e-government. This research is a qualitative descriptive study. This research was conducted on employees of the Government and Border Bureau of the Regional Secretariat of Riau Islands Province and obtained by conducting in-depth interviews with selected informants. Data analysis was carried out descriptively. The research concludes that the acceleration of government administration services carried out at the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province through the implementation of e-government has gone well and can provide services that are easier, faster, and more open, thus making it easier for applicants. |
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**INTRODUCTION**

The government is the organizer of government affairs in provincial, district, and city areas, which, according to the principles of regional autonomy, aim to realize community welfare. In Law Number 23 of 2014 concerning Regional Government, Article 344 Paragraph 1, it is stated that "Regional governments are obliged to guarantee the implementation of public services based on government affairs, which are the authority of the region. The efficiency and effectiveness of regional government administration need to be improved by granting broad autonomy to regions. This autonomy aims to accelerate the realization of community welfare through improving services. Extensive regional autonomy is expected to be able to carry out tasks according to regional functions and obligations.

The Regional Government of the Riau Islands Province should provide the best service to people who need it; services should be provided optimally and are beneficial to the community or service recipients. Currently, government administration services at the Government and Border Bureau of the Regional Secretariat of Riau Islands Province have conditions that hinder government administration services from being received properly by the public. Some of the obstacles in question are as follows:

1. The geographical conditions of the Riau Islands region, which consists of seven districts and cities with long distances, make it take a long time and incur large costs to carry out government administration services. As a result, there were several delays in submitting applications and delays in processing applications for government administration services.
2. Existing Standard Operational Procedures (SOP) are not implemented properly; for example, in submitting a service request, there is a lack of required files or documents, or the files submitted by the applicant are incomplete.
3. Errors and negligence from government officials (human error); for example, there is pressure and intervention from applicants, for example, in every application to be completed quickly, but the official who carries out the initial coordination is not present.
4. Applicants who have received services do not report the results of their services, such as overseas official travel permit services, resulting in delays or even cancellation of subsequent applications for overseas official travel permits.
5. In the event that there are a lot of documents when collecting files or data as well as supporting and data documents, it is not supported by an adequate budget for service implementers.

In connection with the above problems, to speed up the administrative service process, to speed up service completion time, to comply with the requirements as determined by the applicable statutory provisions, and to save budget in the service process, which is currently carried out manually, a service system based on electronic or e-government towards good government services, also known as e-governance, is needed, so the author is interested in conducting research with the title **"Acceleration of Government Administration Services in Government Bureaus and Regional Secretariat Borders of Riau Islands Province Through the Implementation of E-Government"**.

**PROBLEM FORMULATION**

1. How is the acceleration of government administration services implemented at the Government and Border Bureau of the Regional Secretariat of Riau Islands Province through the implementation of e-government?
2. What is the impact of implementing accelerated government administration services at the Government and Border Bureau of the Regional Secretariat of Riau Islands Province through the implementation of e-government on improving services?

**RESEARCH METHOD**

This research method uses qualitative data. This research was conducted to describe the research subject so that it can provide a clear picture of the understanding of the acceleration of government administration services in government bureaus and regional secretariat borders of the Riau Islands province through the application of e-government, with the object of implementation being state civil servants who are randomly determined according to their duties. and position functions related to the services provided.

**RESULTS AND DISCUSSION**

Based on the results of field research on the acceleration of government administration services at government bureaus and border secretariats in the Riau Islands province through the application of e-government, the data required by the researcher was obtained. In research conducted on State Civil Apparatus (ASN) who work in the Government and Border Bureau, researchers obtained data related to the acceleration of government administration services carried out by informants. The data obtained by researchers from these informants is about the results of accelerating government administration services, the responsiveness of the acceleration of services provided, and the accuracy of the acceleration of government administration services.

For greater clarity, the researcher will present the findings in the field in accordance with what was stated in the previous chapter I, namely to determine the implementation and impact of accelerating government administration services at government bureaus and regional secretariat borders in the Riau Islands province through the implementation of e-government on improving services.

The data obtained from informants is very necessary, which is then prepared as a guideline for obtaining research data, which can be used as an interview guide, so that the resulting data is described as follows:

**Implementation of Service Acceleration**

In accelerating government administration services, the results obtained are the implementation of services in a service system by implementing online-based service applications that integrate existing services in the Riau Islands Provincial Government with the aim of accelerating government administration services related to services, including the following:

1. **Legal Basis/Legal Products**

The legal basis/legal product used in implementing accelerated administrative services uses the Riau Islands Governor's Regulation Number 68 of 2019 concerning the Implementation of Digitalization-Based Government Administration Services in Government Bureaus and Regional Secretariat Borders of the Riau Islands Province, apart from being guided by the Riau Islands Governor's Regulation, of course the Service TEAM Administration in carrying out its duties and responsibilities in accordance with the Decree of the Governor of the Riau Islands Number 40/KPTS-1.1/I/2019 dated 4 January 2019 concerning the Implementing Committee for the 2019 Government Electronic Services Administration Application System (SIAAPE) Creation Activity; Apart from that, the results of collecting basic legal data are guided by higher regulations, namely in accordance with Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE).

1. **Socialization**

In implementing the acceleration of government administration services at the Regional Government and Autonomy Bureau of the Regional Secretariat of the Riau Islands Province, there is a means of disseminating information in the form of socializing the existence of government administration services at the bureau, which is implemented in online media on the government bureau website. In addition to disseminating information and outreach, it is carried out through a circular letter from the governor written to relevant regional apparatus organizations that require these services. However, based on the findings from the results in the field, the issuance of this circular letter was only carried out once in 2020. Socialization really needs to be carried out considering that the benefits and usefulness of accelerating government administration services are known, but from the results of the interviews I have conducted in the field to date, The Government and Border Bureau of the Regional Secretariat of Riau Islands Province has not carried out direct socialization because it was not budgeted for activities originating from the Regional Revenue and Expenditure Budget (APBD) of Riau Islands Province, so it is known that socialization was not optimal.

1. **Implementation**

In implementing the function of government administration services at the Regional Government and Autonomy Bureau of the Regional Secretariat of the Riau Islands Province in accordance with the policies provided, however, based on the results of the research I conducted, there are policies that must be evaluated, including concerns that there will be changes to higher regulations, which are used as the basis for implementing acceleration. government administration services or interpreted as changes to regulations issued by Ministries or Institutions at the central level, for example, Regional Governments at both Provincial and Regency/City levels are required to comply with the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number, for example, which has been issued by the Central Government, such as through a Ministerial Decree Domestic Affairs Number 061-3755 of 2014 concerning the Establishment of the Ministry of Home Affairs Administrative Services Unit, which regulates further mechanisms and guidelines regarding the implementation of the accelerated service system by the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province.

1. **Facilities and infrastructure**

The results of research on facilities and infrastructure can convey that the Regional Government and Autonomy Bureau of the Riau Islands Province Regional Secretariat is a Regional Apparatus Organization (OPD) that implements a system of accelerating government administration services in the Riau Islands Provincial Government. Furthermore, there are around 17 (seventeen) types of government administration services provided by the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province, and from field reviews, there are 3 (three) types of services running from January to December 2021, including arranging interim replacements for DPRD members at the Regency/City level, proposing the expansion of sub-districts, and proposing recommendations for overseas permits for regional heads and deputy heads in the Riau Islands Province. In order to support a good service system to the community, of course media is needed, which can be seen in field observations. Researchers see the existence of computer equipment in the form of laptops and other supporting equipment, Epson-branded printers, and other things that are needed to support the accelerated implementation of government administration services. This service is open every working day from 08.00 WIB to 16.00 WIB for Monday to Thursday, while on Friday the service operating hours are only until 15.00 WIB.

1. **Coordination**

In order to realize the accelerated implementation of government administration services at the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province, there are several ways to coordinate, including if the researcher sees that there is a routine for holding internal meetings, which are held every morning at around 8:00 a.m. WIT, and meetings are often held if there are obstacles and problems that arise in implementing accelerated government administration service systems in the Riau Islands province. Furthermore, in order to maintain good service to the community and applicants, researchers look at interactions and relationships to receive input, ideas, and suggestions from both applicants and from the leadership of work units that require these services. Researchers see efforts by the government and Border Bureau to display service numbers in the form of hotlines on websites, social media, and electronic mail, with the aim of ensuring that service providers and service applicants interact and communicate with each other both manually and online without meeting face-to-face. Apart from this, researchers also saw meetings and mutual coordination between service applicants and service providers directly and online via smartphone electronic devices.

**Service System**

It was stated that in the research instrument above, the researcher displays several service systems that are considered to be very related, including:

1. **Budget**

Regarding the acceleration of government administration services in the Regional Government and Autonomy Bureau of the Regional Secretariat of the Riau Islands Province, researchers obtained results from direct interviews with research objects, including that it can be explained that the function of the budget in implementing a service is actually not supportive because in 2021 the budget disbursed by the government in implementing The service acceleration activity program amounts to approximately Rp 18,000,000 (eighteen million rupiah) in this case, according to several civil servants in the government and border bureau of the Regional Secretariat of the Riau Islands Province, which is not sufficient to support the service system optimally for the public.

1. **Application innovation**

Based on the results of interviews with civil servants in the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province, there was an application built by a third party in collaboration with the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province in terms of direct appointment in the form of developing an application called the System application. The Electronic Government Administration Application (SIAAPE) is a desktop-based and Android application in the Playstore, and this application (SIAAPE) is a replication and view of the development of the existing application system under central government, which is informed by the name of the existing Administrative Service Information System (Siola). at the Ministry of Home Affairs. So the innovation step made by the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province is a step of change and an idea desired by the regional government in the idea of making service easier from manual to easier by doing it in electronic form.

1. **Service Team**

In the research we carried out at the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province, data was obtained that the Service Team was carrying out activities whose division of tasks and responsibilities was determined in a Governor's Decree according to the division of tasks described in the attachment to the Decree Number 40/KPTS-1.1 document. /I/2019 dated January 4 2019 concerning the Implementing Committee for the 2019 Government Electronic Service Administration Application System Creation (SIAAPE), the content of the Decree also emphasizes the division and duties of responsibility assigned to each service team whose services are expected to run smoothly. in accordance with the parts and services required by the public.

1. **Ease of Service**

The ease of service found by researchers in the field is that the public or applicants who need access to accelerated government administration services are very easily obtained through the information network and website technology that have been created by the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province on the official portal page. www.biropemotda.kepriprov.go.id Apart from that, the researcher also found easy access to the services provided online without the applicant having to come face-to-face, and the researcher also saw the existence of electronic service media. The researcher also found the administration service counter at the front entrance of the office of the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province.

1. **Service Benefits**

From the results of the research, researchers see the benefits of the service system when in the field there is no interaction between the applicant and the service recipient directly; only when the application is completed does the applicant take the application proposal file, and then the applicant does not need a wasteful and large budget while processing it. At the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province, service applicants can easily access the history and tracking of applicant filings from the beginning to the end, and of course, the biggest benefit, according to researchers, is that there is no system of corruption in the management of government administration because it is found in the field that the administration The acceleration of administrative services is transparent and can be accessed directly by the applicant on the website and the Electronic Government Administration Application (SIAAPE) application.

1. **Implementing Apparatus/HR**

Implementing apparatus/HR met in the field by researchers is currently implementing existing SOPs, but the findings in the field are that there is still no development of potential personal expertise by work units in the form of technical guidance related to developing ways and solutions to solve problems if application and website system errors occur. these services, and when researchers met in the field, this was due to a lack of support and budgetary support to provide technical guidance for developing the skills of HR personnel for the acceleration of government administration services in question. And researchers also found answers in direct interviews that if there were problems in using the device and website, the office, in this case the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province, would immediately contact a third party, namely a private developer who was invited to collaborate in creating applications and websites to accelerate administrative services. government, and in accordance with the employment agreement, the private sector continues to support and maintain applications and services for one (1) year and will be extended in subsequent years.

Based on research conducted by researchers on informants who were directly interviewed in the field, answers were obtained regarding the acceleration of service administration services, the service response provided by government bureaus and regional secretariat borders of the Riau Islands province, and the process of ensuring the accuracy of government administration services implemented and provided. From the answers obtained from all the informants, all the informants answered that the acceleration of government administration services was running well and had an impact on the service system and improvement of government administration services carried out by the government bureau and regional secretariat of the Riau Islands province through e-government. Furthermore, regarding the service response provided by the government bureau and the regional secretariat border of the Riau Islands province, the informant answered that the response given was very good, but there were still informants who explained that improvements and e-government systems still needed to be improved, among other obstacles and notes. From the description above, the researcher found answers and at the same time answered the questions in Chapter I, which asked how the implementation and impact of accelerating government administration services in government bureaus and regional secretariat borders of the Riau Islands province through the implementation of e-government had on improving services.

**Impact on Service Systems**

From the results of this research, it can be said that the impact on the service system is related to changes that are felt, including:

**1. Service Transparency**

The service system found in the field is currently running well, as evidenced by the transparency of services that are clearly and easily understood by the public through the official regional government website, so that applicants can see and monitor in real time the processing process from file entry until the process is completed via the menu provided. In this application, however, only the applicant who is given access rights and is given a certificate number, such as proof of the completeness of government administration service administrative files, can see the position of the service process. The transparency of this service is also based on the results of research in the field, eliminating the possibility of an administration system being carried out by intermediaries or brokers who take advantage of the government administration situation because applicants deal only with the application system and online without meeting face-to-face.

1. **Budget Efficiency**

Regarding budget efficiency, researchers found answers from informants that the level of visits by service applicants made online was greater and more frequent compared to manual processing, and this clearly had a big impact on budget efficiency, which was felt in manual processing requiring an official travel budget. As an illustration, if the applicant only needs to upload files via the application, which only requires an internet network, then manual processing requires several The arrival and return processing times for each application include when the file is submitted and when the application is completed, collecting the application file, which is not processed on the same day. so that the existing budget is not wasteful and very minimal.

1. **Accuracy of service completion**

The research results obtained that have an impact on the service system include the accuracy of service completion, which has been regulated by the provisions of the existing governor's regulations. However, research results from informants show that not everything goes well, which is due to delays in the process of completing the management because the official who signed application files or letters or documents is not in place and out of town, so the completion process will have the effect of being delayed and taking a long time to be completed. And this data is also obtained from the results of service surveys made by the agency to the public and community who have received and have received services. Apart from that, the accuracy of the service process also depends on the smoothness of the internet and the available service application servers. Sometimes, according to informants, the accuracy of the service system has also experienced bulk, which in computer/internet terms is like a system error or server damage. However, according to him, if there is a riot, it will be immediately handled by the creator of the website and application, so that the acceleration of government administration services at government bureaus and the boundaries of the regional secretariat of the Riau Islands province can be quickly resolved.

**Discussion**

In this discussion, we discuss the responses of informants from the apparatus implementing the government administration service acceleration system through e-government towards improving the service system. What is meant by impact is the result caused by a system in order to accelerate the process of administrative services to create good, transparent, fast, clean, and accountable electronic government services. According to Habibullah and Achmad (2010), e-government is the application of information and communication technology in public administration. So the meaning of the impact of implementing accelerated government administration services carried out and implemented by government bureaus and border regional secretariats of the Riau Islands province is the efforts made so that the government electronic service system can be fulfilled and run well for the needs and smoothness of services to the public, according to Igif G (2012). There are several government electronic service systems, namely G2C (Government to Citizens), where services are provided from the government to the community, and G2G (Government to Governments), where services are provided from government to government or from state to state. The impact of implementing accelerated government administration services at the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province through e-government can be achieved if the following aspects are fulfilled:

1. Services in the form of utilizing e-government applications with the aim of building and implementing various information technologies with the main aim of improving interaction relations with the community so that applicants obtain fast, easy-to-reach government administration services aimed at fulfilling various required service needs.
2. The use of technology with the internet aims to bring government administration officials closer to the public they serve.
3. Services provided by the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province by providing an online-based application site for applicants who need it.
4. Applicants who need information facilities related to government administration can easily obtain it quickly, directly, and accurately, and obtain certainty and clarity regarding government administration applications.

The impact of this implementation includes providing socialization to applicants so that the applicant knows the function and use of e-government applications and procedures for using government electronic systems so that the applicant or user knows them. From the description above, it can be concluded that government administration services are carried out by government bureaus and secretariat borders. Riau Islands Province region, through an electronic system, can improve services and realize e-government for the public or applicants for government administration services; applicants obtain clarity and certainty of service; they can change the manual service system to an online system; and in addition, applicants or users receive developments in terms of requirements, including the latest requirements that must be met by the applicant. The results of this research are in line with research by Widiaswari (2012), which states that public services provided by government agencies are still not optimal. According to Tukiyat (2017), employee performance is not optimal; there is a lack of employee competence and socialization, as well as a lack of service facilities.

Based on the results of interviews with informants, as explained above, what needs to be improved is:

1. It is necessary to carry out continuous outreach to the public and applicants both through online and offline media or through circulars and public convenience to obtain information regarding the required service needs.
2. Improvements to service systems, servers, additions to application menus, internet networks, readiness, perfection of application media as a means of interaction, online chat for applicants applying for government administration services or information facilities related to government administration and the applicant's needs for use, and other improvements are required.

**CONCLUSIONS AND RECOMMENDATIONS**

From the findings and discussion in the research, it can be concluded that the implementation of accelerated government administration services can be applied to the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province through the implementation of e-government to improve services. This can be seen from the research results obtained from informants who have the status of direct implementers as state civil servants at the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province.

Furthermore, based on the results of research and discussion, it can be concluded that:

1. The implementation of accelerated government administration services at the Government and Border Bureau of the Regional Secretariat of Riau Islands Province through the implementation of e-government has been going quite well. However, there is still a lack of socialization regarding e-government, both in its application and utilization. This is proven by the fact that there are still people who receive services manually, and there is still a lack of information regarding the use and procedures for electronic applications. However, in terms of accuracy and speed of government administration services at the Government and Border Bureau of the Regional Secretariat of the Riau Islands Province, it provides a quick response to applicants regarding obstacles and required needs by providing direct telephone services regarding the required services. The accuracy process has been running well. in accordance with the field, namely related to the administration of KDH and legislative affairs, which is easier, faster, and more open so as to provide convenience for applicants.
2. The implementation of accelerated government administration services at the Government and Border Bureau of the Regional Secretariat of Riau Islands Province through the implementation of e-government has had an impact on improving services. This is proven by the existence of service transparency, such as services that can be monitored and tracked online so that service quality can be improved. Second, there is budget efficiency because services are carried out online, so they do not require high costs. Third, there is accuracy in service completion, where the service system can be carried out easily, quickly, and openly.

The suggestions put forward are:

The suggestions that the author gives are related to the provision of accelerated government administration services at government bureaus and borders of the regional secretariat of the Riau Islands province through the implementation of e-government, as follows:

1. In placing the Human Resources of the Government and Border Bureau of the Riau Islands Province Regional Secretariat, prioritizing the skills and expertise of state civil servants in mastering information technology so as to further optimize government and electronic services
2. readiness of facilities and infrastructure to optimize the government service system to make it better and more complete so that the required electronic government service system is fulfilled
3. Continuously provide outreach and information to overcome the impact of applicants' difficulties so that there are solutions to problems experienced by applicants and recipients of government administration services.

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