Implementation of the E-Government System: A case study at the Ministry of Religious Affairs Office in Sukabumi City

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Abstract. The purpose of this study is to determine the advantages and disadvantages of the e-government system, obstacles in the implementation of the e-government system, and the implementation of the e-government system at the Office of the Ministry of Religious Affairs in Sukabumi City. The data collection technique is carried out through observation, interviews, and documentation. The location of the study was focused on the Ministry of Religious Affairs of Sukabumi City. The respondents in this study were 9 employees of the Ministry of Religious Affairs of Sukabumi City. Data analysis is carried out by selecting answers obtained from respondents and then collected for analysis and conclusions. The data analysis used is data triangulation. The results of the study were obtained, 1) The advantages of the e-government system are to facilitate public services and public services more effectively and efficiently, while the disadvantages of the e-government system are service procedures and one-stop integrated service media (PTSP). 2) Obstacles in the implementation of PTSP at the Ministry of Religious Affairs office in Sukabumi City include inadequate facilities and infrastructure, and lack of human resources in implementing PTSP and SOPs. (3) The implementation of the e-government system at the Ministry of Religious Affairs office has been going well even though in practice there are obstacles faced, namely the many types of applications used in integrating one-stop integrated services (PTSP).

Keywords: E-Government, System, One-Stop Integrated Services (PTSP)

I. INTRODUCTION

Today many changes have occurred in human life, especially in the fields of technology, information, and communication. The impact of the development of technology, information, and communication science affects paradigm changes in the field of government (Thompson & Venters, 2021). Especially the post-reform government, which is a paradigm shift that lies in the government apparatus as the main subject of public service. Government officials must be able to implement and implement good governance procedures to provide the best service to the community (Silal & Saha, 2021). The concept that was inclined towards power in the previous government era turned into a tendency towards authority towards community service and empowerment (Mansoor, 2021). So that initially the government apparatus only carried out duties for the benefit of the state changed to carrying out duties for the prosperity of the community, this is by the 4th Pancasila precept and the 5th precept, namely "peoplehood led by wisdom in consultation and representation and social justice for all Indonesian people".

In implementing the 4th and 5th precepts, an information system is needed that can improve services to the community. This is certainly answered by companies engaged in information technology, namely by launching applications that can make it easier to do work (Riihimäki & Pekkola, 2021). The Indonesian government in improving state administration, uses an application called the *E-Government System* (Henman et al., 2021). *This E-Government System* is a mapping of work process management systems in the government environment by utilizing the use of Information Communication Technology (ICT) (Tan & Taeihagh, 2021). The use of ICT is expected to realize better services, prosper the community and facilitate the state civil apparatus in providing services to the community (Løberg, 2021). Looking at this *E-Government System*, the Ministry of Religious Affairs of Sukabumi City implements a system that focuses on service to the community, one of which is the One-Stop Integrated Service (PTSP).

One-Stop Integrated Services (PTSP) is an innovation that must be applied to a Government Agency by Presidential Instruction No. 97 of 2017 concerning the Implementation of One-Stop Integrated Services. The Ministry of Religious Affairs of Sukabumi City implements One-Stop Integrated Services (PTSP) also by the recommendations of the Minister of Religious Affairs Regulation Number 65 of 2016, dated December 26, 2016, concerning One-Stop Integrated Services. This One-Stop Integrated Service (PTSP) is expected to improve public services, reduce service bureaucracy, and as an effort to create *Good Governance* (Kam et al., 2020; Li et al., 2022; Peeters & Widlak, 2018). One-Stop Integrated Service is also a practical service from the application stage to the completion of the service product in one place. So as not to confuse the general public who

think "Where should I go to apply for a marriage registration or other matters". Because in this One-Stop Integrated Service (PTSP) there is a separate place provided.

The main idea of the Ministry of Religious Affairs of Sukabumi City to change services to One-Stop Integrated Services (PTSP), has been initiated since 2017. However, the reality was not immediately realized smoothly, because there were many obstacles felt by the Ministry of Religious Affairs of Sukabumi City as a service provider agency (Xie et al., 2022). Limited land and workspace is the main reason for implementing this One-Stop Integrated Service (PTSP) so that the special room to perform this service is still not separated from other rooms, and in realizing this service must have a large budget (Ruijer, 2021). This obstacle caused the Ministry of Religious Affairs of Sukabumi City to work hard and took a long time to realize this One-Stop Integrated service.

The main problems faced are the lack of optimal implementation of the *e-government system* for public services, lack of socialization from the Ministry of Religious Affairs of Sukabumi City as the provider or organizer so that some people do not know the mechanism of one-stop integrated services (PTSP), the limited number of employees and lack of budget. From the existing problems, the purpose of this study can be determined, namely to determine the advantages and disadvantages, obstacles, and implementation of the *E-Government system* at the Office of the Ministry of Religious Affairs in Sukabumi City.

II. METHODS

The objects discussed in this study include communication, resources, disposition, and bureaucratic structure. Meanwhile, the object of research is an employee of the Ministry of Religious Affairs of Sukabumi City. This research uses a qualitative approach so that in the research procedure, namely by applying research procedures that produce descriptive data, speech, behavior, and phenomena found when going directly into the field to observe the Objects and Subjects to be studied. According to (Creswell, 2016) the intent of qualitative research is to understand a particular social situation, event, role, group, or interaction. It is largely an investigative process where the researcher gradually makes sense of a social phenomenon by contrasting, comparing, replicating, cataloging, and classifying the object of study. The type of research used is descriptive, which is research that aims to decrypt or explain something as it is. This study aims to provide a description or description of a situation. The data collection method in this study used literature studies, observations, and interviews. This study uses qualitative data analysis techniques, namely data analysis is carried out simultaneously with data collection or during observation and interviews. To test the validity of research data using data triangulation techniques that aim to obtain findings or interpretations accurately and credibly (method triangulation, triangulation between researchers, triangulation of data sources, theory triangulation). The practical steps taken during data analysis are (1) data reduction, namely sharpening, classifying, arranging, discarding unnecessary information, and organizing data. (2) data presentation, namely collecting information, taking action, presenting qualitative data, and taking action. (3) conclusion, re-verifying the data and drawing conclusions on the data, the conclusion is taken when the data is saturated and each addition of new data only means redundant. The sample in the study was employees of the Ministry of Religious Affairs of Sukabumi City holding sister e-government as many as 9 people.
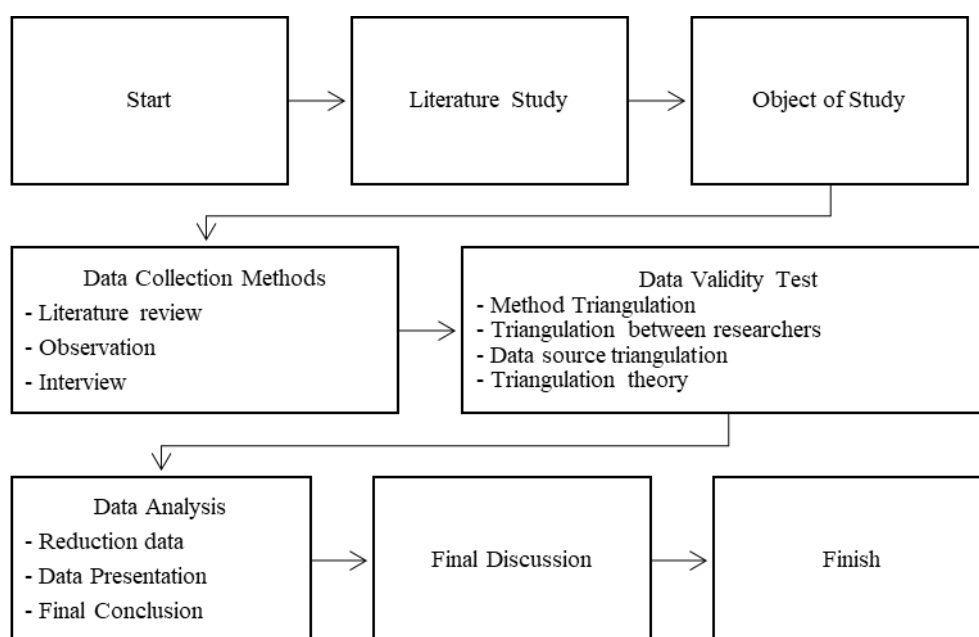

Figure 2. Research Diagram

III. RESULTS AND DISCUSSION

Characteristics of Respondents

The following is a description of respondents' characteristics based on gender, age, education level, employment status, rank, and class.

Table 1. Characteristics of Respondents

No	Information	Frequency	Percentage
1.	Gender		
	Man	7	77,78%
	Woman	2	22.22%
2.	Age		
	31-35 Year	2	22,22%
	36-40 Year	1	11,11%
	41-45 Year	1	11,11%
	> 46 Year	5	55,56%
3.	Education Level		
	SLTA/MA/SMK	1	11,11%
	Diploma	0	-
	Bachelor (S1)	3	33,33%
	Bachelor (S2)	5	55,56%
4.	Status Kepegawain		
	PNS	9	100%
	Non PNS	0	-
5.	Ranks and Groups		
	IA-ID	0	-
	IIA-IID	1	11,11%
	IIIA-IIID	5	55,56%
	IVA-IVE	3	33,33%
	Jumlah	9	100%

Disadvantages and Advantages of E-Government System

Based on the results of the interview conducted, the shortcomings and advantages of the e-government system were obtained from the Head of KUA Baros stated that there were no shortcomings in the implementation of the PTSP of the Ministry of Religious Affairs of Sukabumi City, only slightly constrained by the layout/placement of space that could not be adjusted. While the Head of KUA Warudoyong, namely the shortcomings in running the e-government system are human resources, facilities, and infrastructure. Meanwhile, if the advantages of the mini-site are used well, and implemented properly, then our services to the community will be more effective and efficient. PTSP Officer If viewed from the implementation, of course, there will be shortcomings, among the shortcomings in this PTSP is that if there are people who do not understand the PTSP procedure, it will be difficult. This is where the role of the Ministry of Religious Affairs must move quickly using socialization to the community related to PTSP. And the second is if the server error will interfere with existing services. If the advantage is that PTSP is very easy to use, if we understand then the service will be completed quickly, and it will not take a long time.

Obstacles to the Implementation of the E-Government System

The results of interviews about obstacles to the implementation of the e-government system were obtained from the staff of the Ministry of Religious Affairs of Sukabumi City, namely: (1) PTSP services totaling 62 services from all sections; (2) There needs to be continuous revision every year as some services adjust to regulatory changes; (3) PTSP officers are only in the Front Office, while the Back Office is from each work unit; (4) There is a perception from the work unit that if the applicant comes through the PTSP, it is considered to make it complicated and difficult to coordinate with the applicant, therefore the work unit often requests that services be returned to the work unit. (5) Conversely, PTSP officers also find it difficult to monitor the process carried out by the work unit, even though the receipt of the file received by the applicant states the deadline for completing the service and it is a promise of PTSP services; (6) Joint commitment between PTSP and work units to be emphasized so that services to the community are by service promises, especially in service completion time. Meanwhile, the head of KUA Warudoyong stated that the Obstacles to the E-Government System at the Office of the Ministry of Religious Affairs of Sukabumi City (PTSP) Currently PTSP at the Office of the Ministry of Religious Affairs of Sukabumi City is not entirely done online, some services are still offline, and the serices carried out through PTSP are not all of them, so there is an impression that PTSP only serves letters, namely incoming and outgoing letters. Then the service at PTSP currently cannot be

completed on time as stated in the SOP for PTSP Services. In addition, other obstacles are also not optimal in the provision of supporting facilities and infrastructure, information systems and services, human resources, and information media and publications related to PTSP.

E-Government System Implementation

The results of research conducted by researchers related to the implementation of the e-government system at the office of the Ministry of Religious Affairs of Sukabumi City found that: The Ministry of Religious Affairs of Sukabumi City has implemented an e-government system in services, this is based on Presidential Instruction No. 03 of 2002 concerning national policies and strategies for e-government development and Presidential Regulation No. 95 of 2018 concerning Electronic-Based Government Systems (SPBE). During the interview, there were several questions asked to respondents, namely the definition of e-government and the e-government system used by the Office of the Ministry of Religious Affairs of Sukabumi City, how the implementation of the e-government system at the Office of the Ministry of Religious Affairs of Sukabumi City, the e-government application used by the Office of the Ministry of Religious Affairs of Sukabumi City, and obstacles to the application of the e-government system at the Office of the Ministry of Religious Affairs of Sukabumi City. From some of these questions, the following answers were obtained:

Table 2. Respondent's Answers

No	Question	Respond	Interview Results
1.	E-Government System	Ministry of Religious Affairs staff (Personnel Data Manager)	The E-government system is a public service tool that uses information and communication technology, which aims to increase efficiency, and effectiveness, reduce bureaucracy and public participation, transparency and accountability of public services
		PD Pontren Section	The e-government system is a system used in a government agency using information technology to realize accountable services in the public service system
		Section Head of Bimas Islam	The E-governance system is always related to the Administration which contains data, information, and communication.
		PTSP Executive Officer of the Ministry of Religious Affairs of Sukabumi City	The E-government system is an electronic-based government system that aims to reach services to be more efficient and effective.
2.	Implementation of an E-Government system	Head of KUA Baros	The implementation of the E-Government System is very necessary because it has been regulated in the form of regulations of the Minister of Religious Affairs Number 65 of 2016 dated December 29, 2016, concerning Integrated Services at the Ministry of Religious Affairs.
		Head of KUA Warudoyong	The implementation of E-Government at the Office of the Ministry of Religious Affairs in Sukabumi City is a One-Stop Integrated Service (PTSP). Furthermore, he said the One-Stop Integrated Service (abbreviated as PTSP) is the implementation of a permit and non-licensing that receives delegation of authority from the agency that has the authority whose management process starts from the application stage to the stage of issuing documents carried out in one place (Law No. 25 of 2007)
		Head of KUA Gunung Puyuh	The e-government system used at the Ministry of Religious Affairs office is PTSP. PTSP is a program of the Central Ministry of

			Religion to improve services to the community. The Head of the Ministry of Religious Affairs of Sukabumi City hopes that the PTSP program can be systematically realized this year, and physically follow after the construction of the Integrated Hajj and Umrah Service Center (PLHUT) building of the Ministry of Religion of Sukabumi City which is planned to be built in 2022
		The staff of the Ministry of Religious Affairs of Sukabumi City	At the Office of the Ministry of Religious Affairs in Sukabumi City, e-government has been implemented in the form of PTSP (One-Stop Integrated Service) and e-Disposition systems.
		Section Head of Bimas Islam	The implementation of the government system used in Bima's Section can be accessed from the official website of the Ministry of Religious Affairs of Sukabumi City
3.	E-government Applications	Head of KUA Baros	As far as I know, the implementation of E-government at the Ministry of Religious Affairs of Sukabumi City has seen running smoothly with the implementation of application-based applications such as Hajj and Umrah organizers have the SISKOHAT application (Integrated Hajj Computerized System), Madrasah has the E-MIS MADRASAH (Education Management Information System) application, PD Pontren has the E-MIS PD Pontren application (Education Management Information System), PAIS has the E-MIS PD PAIS application (Education Management Information System), Bimas Islam Has a SIMBI Application (BIMAS Management Information System) and there are several more applications related to KUA. (SIMKAH, SIMAS, E-PA, E-DUPAK,), The Organizer of Zakat Waqf has SIWAK (Waqf Information System).
		PTSP Implementing Officer	There are many e-government systems at the Ministry of Religious Affairs office, such as currently attendance has also been carried out online through applications, then many applications are run to check or search and enter student data pipes, media, and other institutions such as deposit, and many more. Now here everything has been conceptualized into PTSP (one-stop integrated service) because everything is one door, there is no more intermediary

Based on the table above, the definition *of e-government* is one of the uses of information and communication technology in the realm of Good Governance so that services run effectively and efficiently. While the e-government system is a public service tool that uses information and communication technology, which aims to increase efficiency, and effectiveness, reduce bureaucracy and public participation, and transparency, and accountability of public services. Respondents' answers regarding the implementation of the e-government system have been implemented at the Office of the Ministry of Religious Affairs in Sukabumi City, with the applications used are e-government and e-disposition.

Stages of Using One-Stop Integrated Services (PTSP)

Some stages in the use of One-Stop Integrated Services (PTSP) at the Office of the Ministry of Religious Affairs of Sukabumi City are as follows:

1. Visit the Website https://kemenagkotasukabumi.info.

   On the website, there are many menus provided by the Ministry of Religious Affairs of Sukabumi City. It will look like the image below.

Figure 3. PTSP Home

2. After that Click PTSP Menu

   After clicking the PTSP menu, it will look like the picture below:
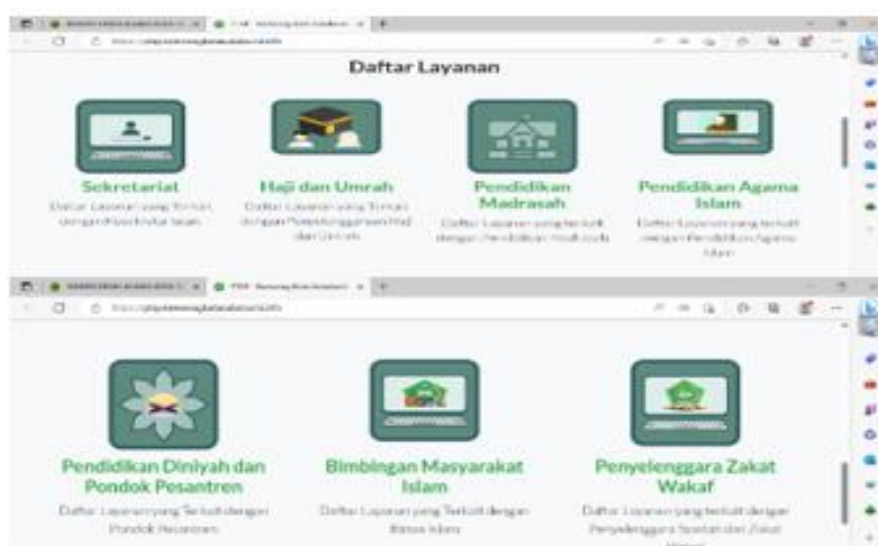

Figure 4. Menu PTSP

People just click what is needed. For example, if you want to register for Hajj or Umrah recommendations, then click the Hajj and Umrah menu. After that under the service menu, there will be a menu "Track Your Application Here" If you have registered online then just write the registration code. if you haven't registered online, you can directly click the online registration menu.

Figure 5. Track PTSP Application

Figure 6. PTSP List

If you have clicked register online, an Online Registration Form will appear as shown below, and fill in all the questions in the column.
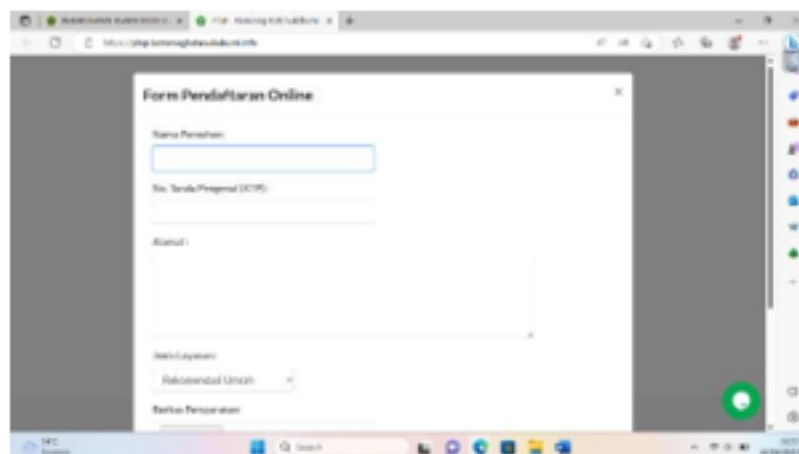

Figure 7. PTSP Registration Form

3.If you have registered online, the public can directly come to the PTSP officer for follow-up.

Discussion

Disadvantages and Advantages of the E-Government System at the Office of the Ministry of Religious Affairs in Sukabumi City

From the interviews, several shortcomings of the e-government system were found, namely the lack of human resources for PTSP officers, the inadequacy of facilities and infrastructure at the Ministry of Religious Affairs Office in Sukabumi City, and the absence of clear SOPs regarding PTSP. While the advantages of the e-government system applied to the Office of the Ministry of Religious Affairs in Sukabumi City are more effective and efficient services so that not much time is wasted, and more integrated services that can avoid the practice of illegal levies, bribes, and gratuities.

Obstacles to the Implementation of the E-Government System at the Office of the Ministry of Religious Affairs in Sukabumi City

Obstacles in the implementation of PTSP are felt by various parties, especially employees of the Ministry of Religious Affairs of Sukabumi City. This obstacle can result in the non-achievement of the objectives of the implementation of PTSP at the Office of the Ministry of Religious Affairs in Sukabumi City. The obstacle that is often faced is that many people complain about the difficulty of PTSP procedures, which causes difficulties to understand how to get good and fast service. In addition, supporting media such as computers and the internet, if the server experiences an error it will hamper the services provided.

E-Government System Implementation

Based on the results of research on the implementation of the e-government system at the Ministry of Religious Affairs office, it has been running well even though there are obstacles that can hinder the implementation of this e-government system. In addition, the types of applications used at the Ministry of Religious Affairs Office in Sukabumi City range from Online Attendance, Online Performance Reports, Online BOP Applications for educators, and several online applications for public services.

IV. CONCLUSIONS

Based on the results of research on the disadvantages and advantages, obstacles, and implementation of the e-government system at the Office of the Ministry of Religious Affairs in Sukabumi City, it can be concluded that the shortcomings of the e-government system are the lack of human resources as PTSP officers, inadequate facilities and infrastructure for one-stop integrated services, and the absence of clear SOPs regarding PTSP. The advantage is that it can improve services effectively and efficiently. Some obstacles that are often experienced in implementing the e-government system are the difficulty of PTSP procedures, and server errors that can hinder the achievement of goals. Meanwhile, the implementation of the e-government system at the Ministry of Religious Affairs Office in Sukabumi City has been going well, although there are obstacles faced. It is hoped that the results of this research can be used as a reference for the Office of the Ministry of Religious Affairs of Sukabumi City, and can also be used as a reference for future researchers who discuss the implementation of the e-government system.

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