

E Government And Public Satisfaction Of Bandung City Government Accountability

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Abstract:The government is the recipient of the mandate given by the public as the holder of the highest sovereignty. As a recipient of the mandate, the government must be accountable. The government must be accountable for its performance to the public. Along with the development of information technology, accountability information can be communicated through e government. With the existence of e government, the public can easily access the information they need and can obtain accountability information on government performance in a timely manner. However, the implementation of e-government in Indonesia still faces obstacles including the lack of integration of the performance accountability system with national planning and the weak capabilities of human resources, which will have an impact on public dissatisfaction as system users. This study aims to measure public satisfaction with government accountability based on government-based facilities. This study aims to determine the level of public satisfaction with the accountability of government performance through information contained in the government. The results show that the public is satisfied with the accountability of government performance

Keywords: e government, performance accountability, government, public satisfaction

1. Introduction

Accountability for government performance can be interpreted as an obligation to be accountable for the success or failure of the performance targets of government organizations. Government agencies are obliged to provide reports on accountability, because government organizations are organizations that must be able to provide benefits to public services(Nurhidayati, 2020; Aydin et al., 2019)

In Indonesia, since the reforms that took place in 1998, the government has increasingly realized the need to improve the quality of its services to the public. The government is trying to carry out bureaucratic reform so that the administration of government becomes accountable. The steps taken by the government to become an accountable government are to increase organizational commitment and change the inadequate way of working and the work culture of the bureaucracy. This is done by improving the Government Agencies Performance Accountability System. This system includes an integrated planning, budgeting and performance management information system(Nurhidayati, 2020). The government has also developed information technology in the form of e-government to facilitate interaction with the public. With the existence of e-government, it is hoped that it can increase the accountability of government performance.

Monitoring and evaluation carried out by the Ministry of Empowerment of State Apparatus and Bureaucratic Reform shows that there are still weaknesses in the accountability of the performance of government agencies due to a lack of commitment in implementing performance accountability. This occurs due to inconsistent regulations, the absence of strict sanctions for not implementing accountability, limited human resource capabilities and the lack of integration of the performance accountability system with the national planning and budgeting system.(Ministry of Administrative and Bureaucratic Reform, 2021). The existence of weaknesses in the performance accountability of government agencies can cause public dissatisfaction as a mandate to the government.

Based on the description above, that the government is the recipient of the public's mandate, the government must be accountable. The government must be accountable for the mandate it receives. One way is to use e government. However, in its implementation there are still weaknesses in the accountability of government performance which may have an impact on public dissatisfaction. Therefore, this study aims to measure public satisfaction with the accountability of public performance based on the information contained in E Government.

2. Literature review

1.1 GOVERNMENT PERFORMANCE ACCOUNTABILITY

In general, accountability can be defined as a system of accountability for the provision of mandates, namely the main stakeholders. Meanwhile, if it is related to government, then performance accountability refers to principle that requires that every activity and the final results of government administration activities must be accountable to the trustee. In this case, the giver of the mandate is the public user, namely the party who directly enjoys the work of the government, while the government as the administrator of the government acts as the recipient of the trust.(Mustofa, 2019)

As a recipient of the mandate, the government must be able to provide accountability to the public as the holder of the highest state sovereignty based on the applicable law. Accountability is given by the government in the form of a report that explains to the public what activities it has carried out to provide services to the public(Mustofa, 2019).

1.2 E GOVERNMENT

In order to increase the accountability of their performance, many countries have implemented e government. E government is a site that is owned by the government on the internet. Through this site, it is hoped that there will be an increase in interaction between government-business as well as interaction between government-public. E government is the use of information technology in internal government operations that can serve to deliver government services to the public(Gberevbie et al., 2016)

With the existence of e government, it is hoped that the government can improve administrative efficiency; by speeding up the process of public services, facilitating public access in providing the information they want, such as regulations or reports on activities carried out by the government. E government has an impact on the convenience of the public in receiving services and reduces the incidence of corruption and reduces costs(Gberevbie et al., 2016)

1.3 E GOVERNMENT IMPLEMENTATION IN INDONESIA

The application of E Government in Indonesia is based on Law number 25 of 2009 concerning the principle of providing public services, which states that in order to provide information support for the delivery of public services it is necessary to establish a national information system. The information system must be able to provide information regarding the profile of the organizers, executive profiles, service standards, service announcements, complaint managers and performance appraisals.(Septiani, 2020)

With the E Government, it is hoped that it will make it easier for the government to carry out activities providing services to the public. In addition, the implementation of E Government will facilitate the process of monitoring public services such as that carried out by the Ombudsman of the Republic of Indonesia or even by the public as the highest power holder. With the existence of E Government, the public can easily access information related to government. Thus, the implementation of E Government can increase the accountability of government performance, because with the existence of E government, the government is required to provide accountability reports for the activities it carries out (Septiani, 2020)

1.4 E GOVERNMENT AND ACCOUNTABILITY

The implementation of e government can support the achievement of accountability for government performance. Through e-government, the government can provide the necessary information for the public, by providing easy access for the public. The information needed to support accountability is budget information. Budget is the most important control tool. The government budget contains projections of revenue and expenditure from various programs that will be carried out by the government. This budget is a guideline for the implementation of government activities. After the budget is made, there must be approval from the executive, then the budget can be implemented. With a budget, the government can control the available resources. The results of budget execution must be accounted for. Each implementer must provide an accountability report regarding the actions in the operation. This accountability report must provide identifiable use of funds. The accountability is then evaluated and corrected if there is an inefficient use of funds(Amaefule, 2013)

E government makes it easy for the public to access information about control and accountability for the use of resources in a timely manner. The public can be involved in making decisions regarding budgets and monitoring their implementation. Thus e government supports the improvement of government performance because the public can participate in monitoring and controlling government behavior(Dzomira, 2017)

1.5 PUBLIC SATISFACTION ON GOVERNMENT PERFORMANCE ACCOUNTABILITY THROUGH E GOVERNMENT

Public satisfaction with the government is emphasized on the quality of its services, so that public satisfaction is defined as the public's perception of the goods and services it receives from the government. (Salim et al., 2017). Public satisfaction can also be defined as a match between public expectations about government performance and public perceptions of government performance.

In the context of e-government, related to the accountability of government performance, the expectation that exists in the public is the importance of the issue of accessibility and reliability of the data provided in the e-government facilities. Reliability of data means the availability of information in the form of budget preparation processes, budgets, budget realization, accountability for government activities and evaluation of government performance which is presented in a timely manner. In addition, the public also hopes that they can be involved in making government decisions.

3. Research methods

This research aims to determine public satisfaction with the accountability of government performance through the information available in e-government, namely e-government owned by the city government of Bandung. The research sample is Bandung citizens, e-government users in 2019. To determine the level of public satisfaction, researchers distributed questionnaires by asking questions related to:

- Ease of access to information
- Information provided on time
- Information on the budgeting process
- Budget
- Budget realization
- Government performance accountability report
- Results of government performance evaluation and follow-up
- Facilities for the public to be involved in government decision making

Each question is assigned a score of 1-5. Value 1 indicates that the public is very dissatisfied with the accountability of government performance, while value 5 indicates that the public is very satisfied with the accountability of government performance.

4. Results and discussion

The results of the research based on the respondents' answers are presented in table 1. The results showed that the e-government of the city of Bandung has provided satisfactory results because each item in the questionnaire shows a number that exceeds number 3.

Table.1 Research Results

Statement	Average value
Easy access to information	3.69
The information presented relates to timely performance accountability budget preparation information	3.69
Information about the budget	3.72
Information on government performance accountability	3.70
Information regarding the results of the government's performance evaluation	3.75
There is information about the follow-up of performance evaluation results	3.65
There are public participation facilities	3.57
	3.80

Even though it has shown a high level of satisfaction, the user public feels that not all people are aware of the existence of e government. For this reason, the public suggested that the government conduct socialization. Information about government activities should also be conveyed through social media.

With regard to government performance, the public states that if there is a deficiency in government performance, and the public makes a report of dissatisfaction, the public hopes to maintain the confidentiality of the reporter's identity and the government must respond to performance weaknesses. With the existence of e-government, the community also suggests that this e-government system can be integrated with the national system.

5. Conclusion

The existence of reforms in Indonesia in 1998, demanding reforms in government related to bureaucratic activities. The public wants funds originating from the public which are managed by the government to be accountable. With advances in information technology, the accountability information is conveyed through e government. With the existence of e-government, the community can easily access information needed through e-government, such as information on budget preparation procedures, budgets, and implementation activities in a timely manner.

The results showed that the public was satisfied with the accountability of government performance conveyed through e government. However, in the implementation of e government, the public is of the opinion that it still has shortcomings such as the lack of socialization, the government is not responsive to its performance weaknesses and the system has not been integrated nationally.

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