

Analysis Of E-Government Implementation Strategy In Bandung First Class Immigration Office

Risris Rismayani¹, and Santika Aristawidya²

^{1,2} School of Business and Economics, Telkom University,
Bandung, Indonesia

Abstract

One component of Smart City is E-Government, when in the Asian region are still far behind in implementing information technology in E-Government due to large infrastructure costs, issues of trust and security, unclear policies and social factors that influence them. Where in the Bandung First Class Immigration Office there has been public dissatisfaction with the implementation of E-Government over the past few months. The purpose of this study is to determine whether the Infrastructure, Policy, Security and Social Factors variables influence the implementation of E-Government in Bandung First Class Immigration Office. The research method used quantitative descriptive by distributing questionnaires to 111 employees and using descriptive statistical data analysis techniques, multiple linear regression analysis and path analysis. From this study the results obtained where the independent variables have a direct influence and indirect influence on the implementation of E-Government where the total influence is 0.990. .

Keywords: *Smart City, E-Government, Strategi, Implementation,, Imigration, Path Analysis*

1. Introduction

The According to Wescott in Muraya [1], E-Government Implementation in the Asian region should have beneficial potential where E-Government in the public sector can reform public sector services and reduce poverty. However, governments in the Asian region are still far behind in adopting and implementing information technology where this is due to the large costs of information technology infrastructure, issues of trust and security by the community and the government itself, then policies that are not in line with current developments, and social factors where the community has ignorance in using information technology and rejects changes. Therefore, according to Muraya [1] it can be said that the factors that influence the adoption and implementation of

E-Government broadly based on existing phenomena include Infrastructure, Policy, Security and Social Factors.

Based on data from the Public Administration of the United Nations [2], Indonesia is ranked 107 out of a total of 193 countries in terms of the E-Government Development Index. As well as being in sixth position out of a total of 11 countries in the Southeast Asia region.

Laws, Government Regulations, Ministry Regulations, and Regulations of the Mayor of Bandung have supported the implementation of E-Government in Indonesia, especially Bandung City for public government institutions.

One of the public government institutions in Bandung City is Bandung First Class Immigration Office, which is the only way to manage all travel documents and permits for Indonesian citizens abroad and foreign nationals to Indonesia, especially in Bandung City. Indonesia's ranking in E-Government developments is fairly low among all countries contained in the United Nations, as well as in the Southeast Asia region itself and there are some news, reports and public opinion regarding one of the public government institutions namely the Immigration Office, especially Bandung First Class Immigration Office. In addition, there is data on the level of public satisfaction with E-Government services in Bandung First Class Immigration Office for the period January – July 2018 with an average value of 1.09% which means the level of community satisfaction is very low,

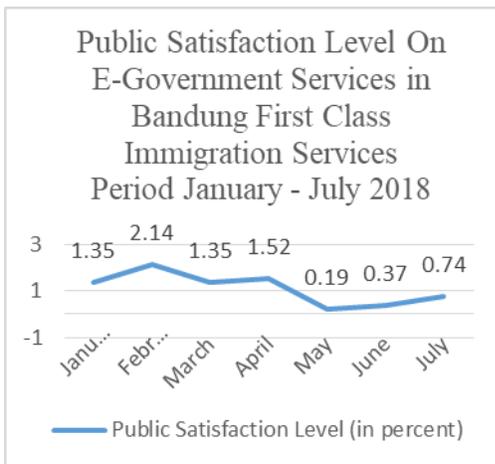


Figure 1 : Public Satisfaction Level On E-Government Services in Bandung First Class Immigration Services

Based on the table above, it is also to find out the extent to which the factors that influence the implementation of E-Government in the Bandung First Class Immigration Office are the main problem or formulation of the problem of this research.

2. Literature Review

2.1 Strategy

The strategy describes the way in which the company will achieve the vision and mission that has been set in a series of strategic decisions according to Hulbert and Fitzroy [3].

2.2 Strategy Implementation

Strategy implementation can also be defined as the method or technique used to increase the adoption, implementation and sustainability of the program according to Proctor et al., [4].

2.3 Smart City

Smart City is an initiative effort to try to improve urban performance by using data, information technology to provide efficient services to citizens to monitor and optimize existing infrastructure to enhance collaboration among different economic actors to encourage innovative business models in both the private and public sectors according to Llacuna [5].

2.4 E-Government

According to Lombardi [6], that one of the components of smart governance is E-Government. E-Government is a matter that can be used by citizens to interact with public authority, as well as transparency that allows citizens to access official documents in a simple way and take part in the decision process.

2.5 Infrastructure and E-Government

Information technology infrastructure is one of the critical keys for E-Government. Information technology can improve and accelerate the adaptation of E-Government where the use of technology can save time in government office services. For this reason, information technology infrastructure is one of the keys to success from E-Government adoption according to Ebrahim and Irani, in Muraya [1]

2.6 Policy and E-Government

In designing and implementing E-Government, the government must consider elements of policy, such as regulatory issues, economic issues and user rights according to Janssen and Cresswell in Muraya [1].

2.7 Security and E-Government

Since E-Government services can be done online to the public, the security of information technology is very important and continues to grow. Information technology security is one of the things considered in information security Irani, Elliman and Jackson in Muraya [1]. The purpose of this information security is to protect information and provide guarantees for obtaining capability, privacy and honesty in information according to Aljifri and Navarro in Muraya [1].

2.8 Social Factor and E-Government

The difference in people's behavior with cultural differences results in differences in responses to new technologies. People who have a social view of modernization tend to be more adaptable to new technologies compared to people who are still closed, believing in mystical things, thus rejecting the development of new technologies according to Guanghua in Muraya [1].

2.9 Problem Formulation

1. Does Infrastructure affect the E-Government implementation strategy in Bandung First Class Immigration Office?

2. Does the Policy affect the E-Government implementation strategy Office in Bandung First Class Immigration Office?

3. Does Security affect E-Government implementation strategy in Bandung First Class Immigration Office?

4. Does Social factors influence E-Government implementation strategy in Bandung First Class Immigration Office?

3. Research Methodology

3.1 Research Method

The research method is basically a scientific way to obtain data with specific purposes and uses according to Sugiyono [7]. The method used in this research is quantitative research methods. Quantitative methods can also be defined as a tool for organizations to summarize information, draw conclusions from that information and determine patterns, trends and existing relationships according to Swift et al [8]. Quantitative methods are used to test theories objectively by examining the relationship between variables where these variables can be measured and data obtained in the form of numbers that will be analyzed using statistical procedures according to Creswell [9].

3.2 Data Collection

Tools that used in this study is questionnaire. Where the questionnaire is a technique of data collection carried out by giving a set of questions or written statements to the respondent to answer. Questionnaires are efficient data collection techniques if researchers know for sure the variables to be measured and know what can be expected from the respondents according to Sugiyono [7].

3.3 Research Population

The population in this study were 111 employees of Bandung First Class Immigration Office.

3.4 Research Samples

The sampling technique in this study used a Non probability sampling technique. Where it can be defined that Non probability sampling is a sampling technique that is not provide the same opportunity or opportunity for each element or member of the population to be chosen as a sample. Non probability sampling techniques consist of systematic sampling, quota, accidental, purposive, saturated or census and snowball. However, the Non Probability Sampling technique used in this study is Saturated or census sampling. Where saturated sampling or census is a sampling technique if all members of the population are used as samples. This is often done if the population is relatively small according to Sugiyono [7].

3.5 Processing and Analysis Of Data

1. Descriptive Statistics Analysis

Descriptive statistics are statistics used to analyze data by describing data that has been collected as it is without intending to make conclusions that apply to the general or generalizations according to Sugiyono [7].

2. Path Analysis

Path analysis is an extension of multiple linear regression and allows analysis of more complex model models according to Streiner in Sarwono [10]. Path analysis is also called a technique that meganalizes causal relationships that occur in multiple regression if the independent variable affects the dependent variable not only directly but also indirectly according to Retherford in Sarwono [10].

3. Multiple Linear Regression Analysis

Multiple linear regression analysis is used to predict the dependent variable by several independent variables or analyze the relationship between one single dependent variable and several independent variables. The purpose of multiple regression analysis is to use several independent variables whose values are known to predict the value of a single dependent variable chosen by the researcher according to Silalahi [11].

4. Result and Discussion

4.1 Characteristics of Respondent Data

Based on the results of the questionnaires distributed to 111 employees of the Bandung First Class Immigration Office, it was found that based on sex there were 72 male

respondents dominated by 64.8%. Then the number of female respondents was 39 people with a percentage of 35.2% consisting of employees of the Class 1 Immigration office in Bandung. For the characteristics of respondents based on the level of education dominated by employees with a S1 education level of 90 people or with a percentage of 81%. For the characteristics of the duration of work, it is dominated by a period of 11-20 years working or with a percentage of 48.6%. Then based on the job position dominated by Lantaskim sub-section as many as 57 people or with a percentage of 51.4%. Then it is known that all respondents with a 100% percentage understand E-Government.

4.2 Responses of Infrastructure Variable (X1)

Infrastructure variable (X1) shows the results of the total score averaged 188.5 or equivalent to the percentage of 33.95% included in the category Very Bad because it is between the percentages of 20% and 36%.

4.3 Responses of Policy Variable (X2)

The policy variable (X2) shows the results of the total score averaged by 190.1 or equivalent to a percentage of 34.26% included in the category of Very Bad because it is between the percentages of 20% and 36%.

4.4 Responses of Security Variable (X3)

The security variable (X3) shows the results of a total score of an average of 180.5 or equivalent to a percentage of 32.53% included in the category of Very Bad because it is between the percentages of 20% and 36%.

4.5 Responses of Social Factor Variable (X4)

The social factor variable (X4) shows that the total score is 200.5 or equivalent the percentage of 36.12% is included in the category of Not Bad because it is between the percentage of 36% and 52%.

4.6 Responses of E – Government Strategy Implementation (Y)

Variable The E-Government strategy implementation variable shows the results of the total score average of 209 or equivalent to the percentage of 37.65% included in the category of Bad because it is between the percentage of 36% and 52%.

4.7 Multiple Regression Analysis Result

Table 1: Multiple Regression Analysis Result

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	675	178		3.802	.000
	Infrastruktur	.047	.045	.024	2.076	.000
	Kebijakan	.059	.130	.035	2.111	.000
	Keamanan	.921	.023	.988	3.971	.000
	Sosial	.043	.041	.020	2.070	.000

a. Dependent Variable: *Implementas E-Government*

From the table above, it is known that all variables have a significance value of 0,000 where Sig <0.05, it can be concluded that all independent variables or variable X (X1, X2, X3, X4) affect the dependent variable, E-Government strategy or variable Y. And also from the table above, the regression equation is obtained as follows: $Y = 675 + 0.047 X1 + 0.059 X2 + 0.921 X3 + 0.043 X4$. then it can be interpreted that Infrastructure variables, Policy variables, Security variables and Social Factor variables and worth 0 (zero), the variable E-Government Strategy implementation will be worth 675. The regression variable infrastructure variable is 0.047, which can be interpreted as any increase in infrastructure, then the implementation of the E-Government strategy will increase by 0.047. Regression coefficient of policy variable is 0,059 which can be interpreted that every increase of policy, the implementation of E-Government strategy will increase by 0,059. Regression coefficient of security variable is 0.921 which means that any increase in security, the implementation of the E-Government strategy will increase by 0.921. Regression coefficient of social factor variable is 0.043 which can be interpreted that every increase of social factors, the implementation of E-Government strategy will increase by 0.043.

4.8 Path Analysis Result

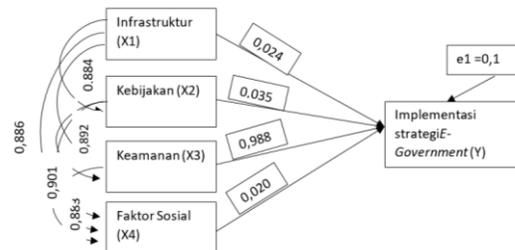


Figure 2: Path Analysis Result

From the results of path analysis, the results of the infrastructure variable path coefficient (X1) are 0.024 or rounded to 2.4%. Thus, the good or bad implementation of the E-Government strategy influenced by infrastructure is 2%, while the rest is influenced by other factors outside the model. Then the policy variable path coefficient (X2) is 0.035 or rounded to 3.5%. While the rest is influenced by other factors outside the model. The result of the security variable (X3) path coefficient is 0.988 or rounded to 98.8%. While the rest is influenced by other factors outside the model. Then the social factor variable (X4) is 0.020 or rounded to 2%. While the rest is influenced by other factors outside the model. Next, it is known that the coefficient of line e is the variable coefficient outside the model for E-Government implementation (Y) of 0.1. Furthermore, it is also known that the correlation between infrastructure variables (X1) and policy variables (X2) can be said to be high with a value of 0.884 because it approaches the value 1. Correlation between infrastructure variables (X1) and policy variables (X3) can be said to be high with a value of 0.901. Correlation between infrastructure variables (X1) and social factor variables (X4) can be said to be high with a value of 0.867 because it approaches the value 1. Correlation between policy variables (X2) and security variables (X3) can be said to be high with a value of 0.892 because it approaches the value 1. Correlation between policy variables (X2) and social factor variables (X4) can be said to be high with a value of 0.867 because it approaches the value 1. Correlation between security variables (X3) and social factor variables (X4) can be said to be high with a value of 0.883. Also known is the amount of influence per variable where the direct effect of the infrastructure variable (X1) is 0.0057, then the effect of the indirectness is 0.000017 so that the total influence between the infrastructure variables (X1) can be seen on the E-Government strategy implementation variable of 0.005717. Then on the policy variable (X2) on the implementation of the E-Government strategy where the direct effect is at 0.0012 and the indirect effect is at 0.00011 where the total amount of influence is 0.001211. Next the X3 variable is known that the magnitude of the direct effect is 0.976 and the indirect effect is 0.039 and the total effect is equal to 1 then on the X4 variable it is known that the direct effect amount is 0.0004 and the indirect effect is 0.000039 so the total effect is 0.00439. From the results above, it can be seen that the magnitude of the overall influence of variables, namely infrastructure variables (X1), policy variables (X2), security variables (X3) and social factor variables on the implementation of E-Government strategy is 0.990.

5. Conclusion

Based on the results of the above research, conclusions can be drawn from this study, including:

1. The influence of infrastructure variables (X1) on the implementation of the E-Government strategy (Y) where this is evidenced by a significance value of 0,000 whose value is less than Sig <0.05 and based on Path Analysis has a direct effect of 0.0057 and no influence directly amounting to 0.000017 so that the total effect is 0.005717 and based on multiple linear regression analysis the regression coefficient is 0.047 which means that every increase in infrastructure, the implementation of the E-Government strategy will increase by 0.047.

2. The influence of policy variable (X2) on the implementation of the E-Government strategy (Y) where this is evidenced by a significance value of 0,000 whose value is less than Sig <0.05 and based on Path Analysis has a direct effect of 0.0012 and the effect is not directly at 0,00011 so that the total effect is 0.001211 and based on the large multiple linear regression analysis the regression is 0.059, which means that every increase in policy, the implementation of the E-Government strategy will increase by 0.059.

3. The influence of security variables (X3) on the implementation of the E-Government strategy (Y) where this is evidenced by a significance value of 0,000 whose value is less than Sig <0.05 and based on Path Analysis has a direct effect of 0.976 and indirect effects of 0.039 so that the total effect is 1 and based on multiple linear regression analysis the regression coefficient is 0.921 which refers to each increase in security, so the implementation of the E-Government strategy will increase by 0.921.

4. The influence of social factor variables (X4) on the implementation of the E-Government strategy (Y) where this is evidenced by a significance value of 0,000 whose value is less than Sig <0.05 and based on Path Analysis has a direct effect of 0.0004 and influence indirect amounting to 0.000039 and total influence of 0.00439 and based on the regression coefficient is 0.043 which means that every increase of social factors, the implementation of the E-Government strategy will increase by 0.043.

5. All independent variables including infrastructure variables (X1), policy variables (X2), security variables (X3) and social factor variables have an influence on the implementation of E-Government strategy (Y) based on the Path Analysis of the total influence is 0.990.

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Risris Rismayani currently a lecturer of School Economics and Business Telkom University Bandung in Indonesia.

Santika Aristawidya currently a final year college student and took major Business Management Telecommunication and Informatics in School of Economics and Business Telkom University Bandung in Indonesia.