

# CHAPTER I

## INTRODUCTION

### 1.1 Research Background

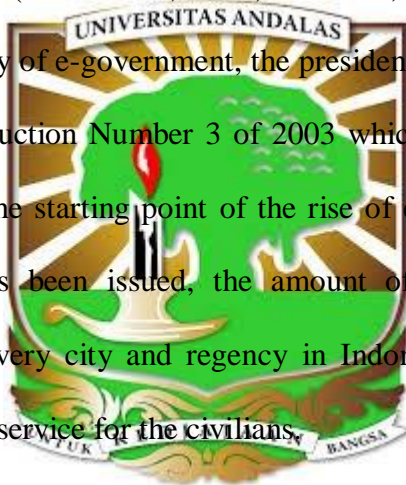
In this 21st century, technology has become an important part of our lives. The increasing of technology advances has helped human activities. The technology could overcome the barriers easily which something that human could not do. This is something which reduces human effort and enhanced their capabilities in finishing particular tasks. With the advancing of technology, people can do many things, such as we can get new information easily, communicate face to face with other people all over the world, do online shopping or helped to enhanced the quality of online transportation. The existence of technology makes our work easier and faster.



Do not want to leave behind, the Indonesian government has implemented technology in order to improve the effectiveness of public administration and increasing government productivity. Some government agencies have been using technology, for example is Immigration Office. To solve queueing problems and to present good services, immigration office provided an application named “Antrian Paspor” for a queueing system in order to provide convenience to the society. For administrative system, the government has already create an administration system that is much easy. Some local governments have been provided any information on their official websites. Therefore, the civilians will be able to access any information easily through the local government websites nowadays.

The utilization of information and communication technology in the government process is called e-government. According to Prahono & Elidjen (2015), e-government is defined as the use of ICT (Information, Communication and Technology), especially the existence of internet which helped to achieve better communication between G2C, G2B, G2G, so the e-government could promote empowerment of citizens, improve service delivery, strengthen accountability, increase transparency or improve government efficiency and effectiveness in government administration (Nurrohmah, Dewi, & Sahadi, 2017).

To regulate the way of e-government, the president of Republic Indonesia has issued a Presidential Instruction Number 3 of 2003 which is about the policy of e-government. It becomes the starting point of the rise of e-government in Indonesia. Since this instruction has been issued, the amount of government website has significantly increased. Every city and regency in Indonesia have implemented e-government to give better service for the civilians.



Some local governments have implemented e-government that referred to Presidential Instruction Number 3 of 2003. Research done by Yunita & Aprianto (2018), that in Presidential Instruction Number 3 of 2003, there are four stages models in e-government implementation; 1) preparation, 2) maturation, 3) stabilization, 4) utilization, where the maturation stage is the most accomplished by 341 local government websites. Meanwhile, the utilization is the least models implemented by only four local government websites. It means mostly local

government websites in Indonesia still in the process of development and need to be improved.

Good governance has been implemented in Indonesia since the Reformation era in which in that era, there had been a reform of the government system that demanded a clean democratic process. According to Pieris and Jim (2008), good governance can be interpreted as a good government or the implementation of a clean and effective government, in accordance with applicable rules and regulations.

Transparency is currently seen as a crucial pillar of good governance. It has taken role to improve accountability and good governance. Transparency is defined as the publicity of all the acts of government and its representatives to provide civil society with relevant information in a timely, useful and comparable way and in an accessible format (da Cruz, N.F., & Gary, 2015).

Indonesian government has been issued Law No 14 of 2008 about public information disclosure. This law has purpose to encourage civil society participation in the process of public policy making. To achieve this goals, the government need to be transparent. Through the transparent information, and easily accessible, it will make it easier for the public to understand and participate significantly in the processes that have an interest in the public. Information transparency will open up social transaction space between stakeholders and the government.

Local government website can be used as a communication channel among government, civil society and stakeholders. It can be the tools for carrying out the transparency. The local government needs to maximize their official websites by

revealed more information, thus the civil society and stakeholders can use it maximally.

Da Cruz, N. F. et al. (2015) has researched the transparency of local government website by using the Municipal Transparency Index (MTI) to 308 Portuguese municipalities. The result indicates the transparency practices in Portuguese local government are still underdeveloped. Another research done by Gandía, Marrahí, & Huguet (2016) to measure the digital transparency in Spanish city council by using Web 2.0 Disclosure Index to test whether Web 2.0 tools will improve Web 1.0 digital transparency. The result showed the city councils that obtain high Web 1.0 score also have higher Web 2.0 scored. The effect on transparency focuses on general information.



Kharisma (2018) has measured the quality of the local government websites in Sumatera Barat. The result shows that the quality of local government websites is still low because the lack of web development specialist that caused the websites is not well managed. He took regency and cities in Sumatera Barat as the samples by assessing its transparency, accountability, effectiveness and efficiency. This research has measured the transparency level of local government websites that covered cities and regencies in Sumatera to have a wide range of measurement.

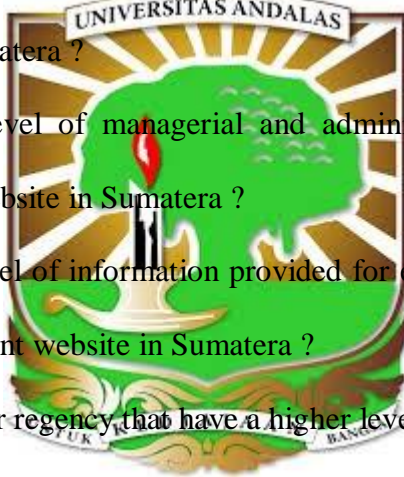
This research used indicators from Municipalities Transparency Index (MTI) developed by Da Cruz, N. F. et al. (2015) and combine them with some indicators from Web 1.0 Total Disclosure Index developed by Gandía, Marrahí, & Huguet (2016). This index was developed comprising of eight dimensions that will be

classified into three groups, which are general information disclosed, managerial and administrative disclosed, and relationship with external parties. Since it combines two indices, this research will use a new method of measurement. Hopefully this research will give contribution to the development of local government websites in Indonesia.

## 1.2 Problem Identification

Based on the background above, the problems of the study are :

1. What is the level of general information disclosed in local government website in Sumatera ?
2. What is the level of managerial and administrative disclosed in local government website in Sumatera ?
3. What is the level of information provided for external parties disclosed in local government website in Sumatera ?
4. Does the city or regency that have a higher level of transparency?



## 1.3 Research Purpose

In accordance with the problem identifications above, the purposes of this research are :

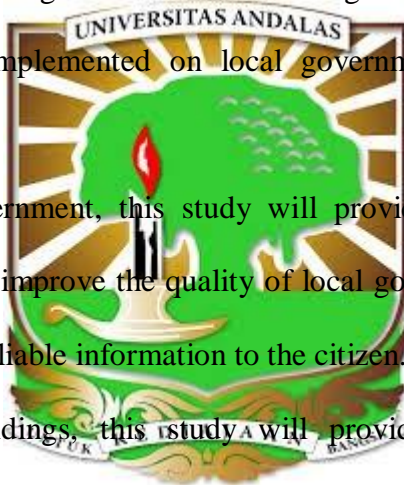
1. To analyze the level of general information disclosed in local government website in Sumatera.
2. To examine the level of managerial and administrative disclosed in local government website in Sumatera.

3. To determine the level of information provided for external parties disclosed in local government website in Sumatera.
4. To compare the transparency level of city and regency of local government website.

#### **1.4 Research Benefit**

This research is expected to :

1. For the author, to gain more understanding and knowledge about the web transparency implemented on local government website especially in Sumatera.
2. For local government, this study will provide information needed for government to improve the quality of local government websites in order to give more reliable information to the citizen.
3. For future findings, this study will provide information needed as references regarding local government transparency.



#### **1.5 Writing Systematic**

Systematic of writing this thesis will be arranged in five chapters. The first chapter is background of the research that include problem identification, research purpose, research benefit, and writing systematic. Chapter II, Literature Review will discuss about theory that has relation with research identification and also contain previous research that related with this research.

Chapter III, Research Method that include research design, research object, population and sample, variable measurement, data collection method and analysis method. Chapter IV is Result and Discussion which will explain about the result of the research which contain data processing result based on research methodology. The last is Chapter V that explain about Conclusion, research limitation and suggestions for the next research.

