



Improving the quality of public information services accessibility through e-government on south tanggerang city government

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Abstract

This study is entitled: improving the quality of public information accessibility services through e-government on South Tangerang Government. The aim of this research is to find out and analyze how e-government implementation, the information and services available in e-government, the importance of e-government in improving service quality, and society participation in e-government. Theories and concepts used in this study are the concepts of public relations, cyber public relations, e-government, public services and public information. This research used qualitative descriptive study. The results showed that 1) The implementation of e-government in the South Tangerang City Government is one of the efforts in improving the accessibility of public information services, where this service is a real program of the implementation of public information law, 2) Information available at www.tangerangselatankota.go.id is public information relating to various development programs and activities in South Tangerang City Government, 3) South Tangerang City Government continues to improve the quality of websites and other supporting applications as the media for public information dissemination. Suggestions in this research are: 1) Improving the coordination between Government Information Management and Documentation Officers, 2) Implementing Government Information Management and Documentation tasks and they must be given knowledge of the rules and regulations related to public information, through technical guidance activities or workshops.

Keywords: Accessibility, Public Information Services, and E-Government

Introduction

Current technology has brought significant changes in various sectors, and has had an impact on changes in human behavior in doing activities. Nowadays is the globalization era that allows the public to use and utilize information and communication technology (ICT), the name of the society is actively involved in collecting, producing, and conveying information for various purposes. This condition certainly must be responded positively by various public institutions, including government where the public today is more critical and intelligent in demanding various rights, including the transparency of public information.

Understanding the current condition, the South Tenggerang Government has implemented e-government to provide optimal services to its citizens. E-government is an internet application used for usage in the government environment. With e-government, it is very possible for people to have the opportunity to interact with the government bureaucracy. Thus, the society can be directly involved in overseeing the planning, implementation and supervision of public policies in all government offices that have used and implemented e-government.

To improve the quality of communication between the government and society and business people efficiently, effectively and economically, a comprehensive e-government concept is needed. This is intended to improve access and good public services, so the government must be able to adjust its functions within the state, so society can enjoy their rights and carry out their obligations comfortably and safely, all of which

can be achieved by reforming the system of the government itself, and e- government is one of the way to achieve it.

The ultimate goal of e-government is to achieve Good Government. Governance (GGG). The term "governance" is defined by the World Bank as the way in which power is implemented in managing a country's economic and social resources for the development of Srivastava (2009) ^[15]. The World Bank, from its lending experience in many developing countries, is aware that "good governance" is central to creating and sustaining an environment that encourages strong and equitable development and that it is an important component of sound economic policy. Okot-Uma (2005) ^[7] defines good governance as a process and structure that guides political and socio-economic relations, with specific reference to "commitment to democratic values, norms and practices; trusted services; for fair and honest business. "According to the United Nations, there are 8 (eight) principles of good governance, namely participation, rule of law, transparency, responsiveness, consensus-oriented, equality and inclusion, effectiveness and efficiency, and accountability.

Currently, the South Tangerang City Government has implemented e-government through <http://www.tangerangselatankota.go.id>. The website is the media for informing public services, government programs, public complaints, regional potentials, and various other public information. The efforts to improve the quality of public information accessibility through e-government are realized by:

1) Appointment of Information and Documentation Management Officers, 2) Completion of List of Public Information (DIP), 3) The provision of Information Service Space, 4) Application of PPID on Local Government website, 5) The design of Standard Operating Procedures (SOP), and 6) Report on Information Services and others.

As previously stated, with e-government, the government can provide information service such as public information. Public information in Article 1 number 2 of the Public Information Disclosure Act (UU KIP) is defined as follows: "Public Information is information that is produced, stored, managed, sent, and / or received by a Public Agency relating to the organizer and administration of the state and / or the organizer and administration of the Other public Agency that is in accordance with this Law and other information related to the public interest "(Kamaliah, 2015) ^[4]. Then public information disclosure is an obligation of every public agency which includes executive, judiciary, legislative agencies, and other state administrators who get funds from the State Budget (APBN) or the Local Government Budget (APBD), and also include non-governmental organizations, both legal entities and non-legal entities such as non-governmental organizations, associations, and other organizations that manage or use funds which partly or wholly sourced from the Indonesia state budget or regional budget, society and / or overseas contributions (Retnowati 2012) ^[10].

The step of South Tangerang City Government in strengthening the implementation of e-government is part of efforts to increase transparency, involve the society in overseeing development, and improve the efficiency and effectiveness of government program. The implementation of e-government is supported by a number of tools including media websites equipped with google analytic, social media connection menu and chatting menu. This is done as a step to provide complete information to the society so the society can help and get involved in the development process. Aside from being an effort to involve the society in the development process, the step of opening access to public information is also part of compliance with laws and regulations. The implementation of e-government provides many benefits for countries that use it. For example, America and the United Kingdom are at the forefront countries that implement the concept of e-gov. It has been clear and detailed describing the benefits obtained by applying the concept of e-gov, such as 1) improving the quality of government services to stakeholders, especially in terms of effectiveness and efficiency performance in various fields of state life, 2) increasing transparency, control, and accountability in the administration of government in order to apply the concept of good corporate governance, 3) Significantly reduce the total administrative, relation and interaction costs allocated by the government and stakeholders for daily needs, 4) Provide opportunities for the government to obtain new sources of revenue through interaction with the stakeholder parties, 5) Creating a new society environment that can quickly and accurately answer various problems faced in line with various global changes and existing trends; 6) Empowering the society and other parties as government partners in the process of making various public policies evenly and democratically (Hartana, 2015) ^[2].

Through e-government, the government can easily open access for the public to various types of public information. Of course

this also supports the creation of good governance. As explained in Law 14 year 2008 concerning KIP, actually it has a good philosophy in creating accountable governance or good governance. Thus, e-government is the utilization of information and communication technology (ICT) by the government in providing public information and services to the public. The broader concept calls it the use and implementation of information technology in public administration to streamline and integrate workflows and processes to effectively manage data and information, improve the delivery of public services, and expand communication channels for society involvement and empowerment.

The concept of e-government can be seen as a form of service to the public through ICT media, leading to the creation of good governance. By definition, the meaning of public service can be interpreted as providing services (serving) the needs of people or society who have an interest in organization in accordance with the basic rules and procedures that have been determined. Government is essentially a service to the society and develops the ability and creativity to achieve common goals. Public services can thus be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures set out in the bureaucratic system in each country.

The purpose of public services is basically to satisfy the society. To achieve that satisfaction, demand for excellent service quality is reflected of 1) Transparency, which is service that is open, easy and can be accessed by all parties who need it and is provided adequately and easily understood, 2) Accountability, namely service that can be accounted for in accordance with statutory provisions, 3) Conditional, namely service that is in accordance with the condition and capability of service providers and recipients while adhering to the principles of efficiency and effectiveness, 4) Participatory, namely services that can encourage society participation in the delivery of public services by pay attention to the aspiration, need, and expectation of the society, 5) Equality of right, namely services that do not discriminate from any aspect especially ethnicity, race, religion, class, social status, etc. 6) Balance of right and obligation, namely service which considers aspect of fairness between the giver and receiver of public services (Kurniawan, 2016) ^[45].

It can be understood that the concept of e-government is not merely interpreted as a formality of the demand for public information transparency, but far from that e-government is part of the efforts of government agency in improving public services for the creation of public participation in development. The problem that arises then is not only lies in optimizing e-government management, but there are still layers of society that have not utilized internet facilities. Of course this is part of the homework of South Tangerang City Government in order the existence of e-government can be carried out optimally.

In this context, the government must be adaptive in seeing the opportunities and developments of the ICT. To carry out their duties properly, government agencies need the role of communication practitioners who are able to communicate various information, services and government programs to the public both directly (offline) and through the internet (online). Theoretically, this role is carried out by agency in an organization that is public relation. This is as explained by Lee (2012: 159) that government public relation is a type of communication

function that deals with the process of citizen interaction with the government, with government regulators, the legislative and government regulatory agencies. Government public relation helps facilitates communication with constituents and with government public.

Similar opinion is also conveyed by Cutlip (2007) that Government PR contains at least seven main objectives, namely 1) Providing information to constituent about government activities, 2) Ensuring society participation in government programs, 3) Encouraging society to support Government policies and programs, 4) Becoming Public advocates, such as conveying public opinion to decision-making officials, managing public issues within the organization, increasing public accessibility to decision-making officials, 5) Managing internal information and compiling it into PR communication media, 6) Facilitating good relation with the media, and 7) Building a society to promote various government development programs (Jamil & Irawan, 2018:151).

Referring to the statement, it is clear that the public relation division of South Tangerang City Government is trying to implement its function as an effort to facilitate the bureaucratic process with various digital technologies, as increasing the accessibility of public information and public participation in supporting development in South Tangerang City. More specifically, those who carry out the role and function of online PR (public relations) are known as the Cyber PR. If previously PR activities relied on information vortex in conventional media such as television and newspapers, so in the middle of internet innovation that continued to develop rapidly and varied, now PR activities are turning to digital channels. Cyber Public Relation is generally seen as a form of operating function in cyberspace in the practice of Cyber PR work. Then the advantages of Cyber PR include avoiding the constraints of distance and time, facilitating two-way communication, so the interaction between the two becomes more personal. This cannot be done directly by the media such as television and newspapers. Another advantage is saving. In cyber public relation, the cost of the internet is far cheaper than the cost used to make advertisement both in newspapers and television.

The description above shows that the presence of information and communication technology has a positive impact on parties or institutions that use it properly. In the government sector, of course this condition requires government institutions to be more innovative in utilizing the existence of ICT, so government institution get the proper benefit and can increase the development acceleration. The government should utilize the presence of ICT through the implementation of cyber PR. Seeing and understanding this condition, the researcher is interested in focusing this research on how the effort of the South Tangerang Government in improving the quality of accessibility of public information services through e-government. The purpose of this study is to find out and analyze how the implementation of e-government, information and services available in e-government, the significance of e-government on improving the quality of services, and how public participation in e-government on South Tangerang Government.

Methodology

This study used descriptive qualitative method. With this method, the research results would be in form of descriptive data in form

of written or oral words from people and observable behavior. Thus, the research report will be in form of data excerpts to illustrate the presentation of the report. The data may come from interview script, field note, photograph, videotape, personal document, note or memo, and other official documents. At the time of writing the report, the researcher analyzed very rich data and as far as possible in its original form.

Referring to that opinion, in this study the researcher will carry out the process of checking the validity of the data by implementing the technique of comparing and checking back the degree of validity of the information obtained by: (1) comparing observational data with interview data (2) comparing the consistency of the respondent's answers, namely by comparing what the resource person said in public for example with what was said privately (3) comparing someone's perspective with others in his/her work team (Yuliawati, 2019:82).

In this study, researcher only acted as observers who only created behavioral categories, observed symptoms and recorded them in observation books. Researchers would act as observer and go directly to the field to obtain the necessary data by interviewing the parties concerned. Then the result of this study only described the situation, did not seek or explain the relationship. The object of this research was South Tangerang City Government Public Relation. The thing specifically examined is how to improve the quality of accessibility of public information services through E-Government organized by the Government of South Tangerang City.

Data in qualitative research generally are in form of descriptions, narratives, data, images or statements obtained from research subject, both directly and indirectly in activities to improve the quality of accessibility of public information services through E-Government organized by the Government of South Tangerang City. The main data sources in qualitative research are words and actions, the rest are additional data such as documents and others. In this section, the types of data are divided into words and actions, written data sources, photographs and statistics. Selected speakers in this study include the Head of Public Relations of South Tangerang City Public Relations Staff of South Tangerang City, and Information Technology Management Management Staff of South Tangerang City, and Governance Observers. This research was conducted at the Information Technology Management Office of South Tangerang City SKPD 1 Building, Center of South Tangerang City Government, St. Maruga No.1, South Tangerang 15414.

Finding and Discussion

Website as a Public Information Media

To realize the accessibility and transparency of public information, the South Tangerang Government seeks to provide opportunities for the public to be able to access public information to the widest possible extent. This is where the importance of the use of ICT-based media for the government in an effort to improve public services by opening public accessibility to the broadest public information. This is stated in Law Number 25 year 2009 concerning Public Services, namely all forms of activities in the framework of regulation, guidance, provision of facilities, services and others carried out by government officials as an effort to meet the needs of the society in accordance with applicable laws and regulations. Public services can be interpreted as part of the government's obligation

to provide services (serving) to meet the needs of the society in accordance with the basic rules and procedures that have been set. In the context of public information transparency, the tasks of government include

Various challenges and opportunities in this digital era were answered by the South Tangerang Government by trying to optimize the use of the website as a public information media. Website as a new media is now increasingly known, along with the growing popularity of digital-based media among modern society today. In public information service activities, websites and other digital media are limited to tools in supporting e-government activities so various public information services can be reached by all levels of society easily. The utilization of the website is an adaptive response from the South Tangerang City Government, because the website is a media that has benefits in facilitating the dissemination of information more easily, quickly and cheaply, but still informative and interactive. In addition, South Tangerang City Government website has been equipped with various tools that enable the public to be able to interact in it, so public information services can be run optimally.

Through cyber PR activities, the government can build strong and beneficial relationships. Where it can not be done directly if only through offline media. The various facilities and benefits provided by the website allow two-way communication to be established between the government and the society. The results of the study identified various reasons why the website became one of the media used to improve the accessibility of public information because: 1) website was considered practical, easy, inexpensive, fast, not limited by space and time in disseminating information to the public, 2) website according to the characteristics or Today's style of society search that demanded convenience and speed but valid, 3) through a website, it allowed direct interaction with the society without being limited by space and time.

The use of the website once again strengthened and reinforced the government's efforts in supporting the concept of e-government. Where the concept of e-government is not merely interpreted as a formality of the demand for public information transparency, but far from it, e-government was part of the efforts of government institutions to improve public services in order to create public participation in development. The thing that needs to be addressed by the government in the future is not only the problem of optimizing e-government management, but the need to increase participation from the layers of society through ICT literacy programs, so the existence of the website as a media of supporting e-government can be carried out optimally and known by more people.

Widen Accessibility of Public Information through E-Government

The effort to expand public accessibility on public information continued to be increased by the South Tangerang Government through various approaches and supported by ICT. The step of South Tangerang City Government in expanding public accessibility to public information through ICT was part of the form of the implementation of e-government concept. Conceptually, the application of e-government is said to be the government's effort to improve the quality of its services to stakeholders including the public, business society, and industry more effectively and efficiently. In addition, the implementation

of the concept of e-government is a form of government commitment to provide transparency and show accountability and allow to control from the public. When the concept of e-government is implemented well, governance would move towards good corporate governance, so the total administrative costs occurred, provided opportunities for the government to obtain new sources of revenue through interaction with stakeholders, created a responsive society environment for global changes and existing trends, empowered society in both the material and non-material sectors, and created a justice and democratic society.

Integrated technology in society activities, enable them to share feedback and to gain new experiences, and to create new products. This is as the essence of smart city that seeks to find smart solutions, which would make it possible to effectively use modern information communication technology (ICT) in people's daily lives. Without the application of ICT, the idea of Smart City was even more likely to disappear, as new tools for implementing objectives, such as building closer relationship, preserving the environment, managing urban flow, city administration will need to be discovered. (Šiurytė & Davidavičienė, 2016:256)

The thing that should be our concern was how to apply the application optimally, so its existence is not merely interpreted as a formality of the demands of the times, but far from it, the application of lebak smart city was part of the efforts of government agencies in increasing public participation in the development. Positive things must be explored for the common interest, then negative things need to be suppressed and minimized by various parties. In the government sector, this condition certainly required government institution to be more innovative in utilizing the existence of ICT, so government institution get the benefits that are useful for increasing the acceleration of development.

The application of e-government concept by the South Tangerang Government included various activities such as: 1) Appointment of Information and Documentation Management Officials, 2) Completion of Public Information List (DIP), 3) Provision of Information Service Space, 4) PPID Application on Region Government website, 5) Preparation of Standard Operating Procedure (SOP), and 6) Information Service Report. At the operational stage, the administration of public information services experienced various obstacles. Of course the various constraints were responded responsively by the South Tangerang City Government, with various approaches including: when filling out the list of public information, there needed to be good coordination between the main PPID of the Regional Government and the PPID Assistant at the Regional Apparatus Organization (OPD), this must continue to be done in order to improve information services. Thus, various information can be accessed and available in a complete and transparent manner to the public.

Various efforts to improve the quality of public information accessibility carried out by the South Tangerang City Government were the implementation of e-government which was carried out by the Cyber PR team. This team was implementing the role and function of Public Relation in providing public services through Digital media such as website. At the Tangerang City Government, those who carried out Cyber PR activities were Public Relations with full support from the IT Division and other related divisions. Onggo (2004) explains that

through the implementation of Cyber PR activities, Public Relation practitioners can easily cross various barriers and make it easy for Public Relation to deliver corporate messages to the South Tangerang society, both internal and external public, without going through or depends on any party such as a journalist or editor if distributed in print or electronic media.

Cyber PR activities carried out by the Public Relations Division and the IT Division were important part in supporting the success of the government in implementing e-government. In the United States, the term Public Relation is known as a public affairs official, which has the task of providing information and at the same time as an intermediary between the society and the government. Thus, Government Public Relation must master the art and good communication skills and must thoroughly understand the culture, policies, practices, and constituents of government organizations. In the context of public information transparency and e-government, Government Public Relation must be able to play a role to expand the accessibility of public information and provide accurate information, so as to achieve the goal of democracy and establish two-way communication continuously with the society.

If it is studied theoretically, it is very rational when PR and IT Division carry out Cyber PR activities, for example internet today has popularity in the eyes of the public, multi-functional, easy to use, inexpensive, practical, and can interact directly with the public without being limited by space and time, as well as the other advantages. Of course this will be inversely proportional if Cyber PR activities are not as popular as they are today, so the dissemination of public information that is large and complex so it can be imagined to be difficult to spread. This is because through internet media, one-to-one relationship can be built quickly because of the interactive nature of the internet. This is different from the conventional public. In conventional public, you must reach them with one-to-many traits. That is why the internet is the most effective, fast and extensive media for building relationship today.

When the process of public information services has been carried out, of course it needed to be evaluated and assessed whether there has been an increase in the quality of the accessibility of public information or no. The government continues to monitor and improve public information services by assessing the ease of access for the public, as well as seeing a decrease in public information disputes. One of the indicators is to look at the ease of access to information both through public information request and PPID application on the Regional Government website. In addition, we also see a reduction in Public Information Dispute. At least these two things were one of the indicators of its success. By applying the concept of e-government in the South Tangerang City, this could have a positive impact on 1) improving the quality of services to the South Tangerang society and other stakeholders, 2) motivating the South Tangerang City to continue to increase transparency, accountability, and control the implementation governance towards good corporate governance, 3) significantly reduced total administrative cost, relation and interaction, so the remaining budget allocation would be more directed towards other programs that were more needed 4) provide opportunities to get new sources of income, through the Government website of South Tangerang City has indirectly been able to promote various regional potentials to various interested parties, 5) the government was adaptive to the development of the

times and trends of society today, 6) with various supporting applications such as SIARAN Application, and other supporting tools on the government website. South Tangerang city websites allowed people to get information evenly and could involve the society in the development process.

In the implementation of e-governance, certainly not all information is published by the South Tangerang Government to the public. The information is selected based on criteria as regulated in law number 14 year 2008 concerning transparency of public information. Public Information is information that is generated, stored, managed, sent, and / or received by a public agency relating to the organizer and administration of the State and / or other organizers and public agencies that are in accordance with this Law and other information relating to the public interest. Referring to Law Number 14 year 2008, the South Tangerang Government implemented two mechanisms to disseminate public information through the website. The first mechanism, the IT Team collected information related to programs, activities, policies, and other important information from each agency (Dinas) and SKPD in the South Tangerang City, then the IT Team tidied up or if necessary made edits if there were editorials that were wrong or not neat, only then the information would be uploaded by the IT team to the website. The second mechanism, the IT Team provided a website account password, so each Dinas and SKPD could upload their own information at any time.

Based on the research findings, the researcher broadly identified that the Public Relation and IT Division carried out various e-government activities such as: 1) conveying information to the people of South Tangerang about Government activities and programs, 2) Strengthening Active Cooperation From the Society in supporting government programs, this is assisted with the SIARAN Application (Application of Reporting and Assignment System), where the public can report online various social problems in their respective environments 3) Encouraged citizens to support established policies and programs, where on the government website promoting various information dissemination, campaigns, and electronic announcements on the website related to various public information that is worth knowing and society participation, so various government programs can be well promoted, get support and get society participation in the process of developing construction, 4) Website along with SIARAN Application is a facility facilitated by the South Tangerang Government as a media to submit input, along with other important information to the government.

The Importance of Public Information Services to the Society

The spirit of transparency by the southern Tangerang city government is in line with the sound of Law Number 25 year 2009 concerning Public Services, namely: All forms of activities in the framework of regulation, guidance, provision of facilities, services and others carried out by government officials as an effort to meet the needs of the society in accordance with applicable laws and regulations. Public services be defined as all forms of services, both in form of public goods and public services which in principle are the responsibility and are carried out by Government Agencies at the Central, Regional, and within the environment of State-Owned Enterprises or Regional-Owned Enterprises, in the context of meeting the needs of the society and

in the context of implementing the provision of the legislation (Ratminto, 2006) ^[9].

Transparency of public information certainly has relevance in increasing society participation in development. Of course this is the basis for the government continues to provide space and access of the public information to the society quickly, timely, easily and cheaply. This step is part of the South Tangerang City Government's efforts to optimally serve the society, and encourage all Dinas and SKPD to work professionally. However, these efforts will be in vain if public awareness and participation in accessing and using public information is not so optimal. This is because society participation is one of the most important factors in creating good quality development.

To realize good quality public services, Denhardt & Denhardt requires citizen influence where the public or society are involved directly and participatively. This condition allows the government apparatus to continue to improve its performance because it is supervised and controlled directly by the society (Denhardt, R.B, & Denhardt, J.V., 2003). According to Osborne (2006), Denhardt and Denhardt (2011) that the perspective of public services is rooted in democratic theory that emphasizes the accountability of public officials to citizens, then officials try to serve and respond to citizens rather than directing the society. That explanation assumes that public officials will be motivated to serve based on commitments to the public interest and will respond to the expectations of healthy and responsive citizens of public services (Robinson, 2015: 5).

Referring to Denhardt's opinion, R.B shows that society participation is one of the keys to success in realizing public services. Society participation is one of the main factors in realizing good development. This is reinforced by Conyers statement (in Sagita, 2017) ^[12] that society participation has a very important sense in the implementation of the builder. There are three reasons why society participation is needed, namely: 1. Society is a source of information that provides an overview of the conditions and needs of the local area; 2. Society will have more trust in the program of development activities when they are involved in planning, and have the responsibility and care to make it successful because of a sense of ownership of the program and activities; 3. Society involvement as a form of the exercise of the right of democracy to participate in determining and monitoring the implementation of development. society participation can be realized on the basis of the society's own initiative, means that the society participates on its own awareness to support government programs or take the initiative to realize the conditions that it wants. In addition, society participation can also be realized if requested, means that there is participation if the government asks or forces the society to do so. Another form of participation is society involvement in the existence of financial reciprocity or because of incentives, namely participation by the society not on their own awareness but with the payment of certain incentives.

Public accessibility to public information will have positive implication for increasing public participation in development. In addition, as explained by Conyers that when the society is involved or participate in the development process, the government and the society will get various benefits, first, the society will understand the condition of South Tangerang, so the society can play a greater role and become the subject of development; secondly, the society will trust the government

program more, be involved, and have the responsibility and care to make it successful because of a sense of ownership of the program and activities. Of course this is important because good development is development in accordance with the needs of the society; third when society participation is high, this is an ideal development concept. Society acted is not based on incentives from the government, but they move because of their awareness and need to be involved in the development process.

The government as an institution that provides public services, at least needs to apply professional work principles, which are reflected in the existence of transparency, accountability, conditionality, and equality of rights to all society without differentiating social status, race, and religion. Implementatively such as, 1) the Government of South Tangerang District is advised to provide public services and access to information openly (transparently), through e-government that has been implemented, this will change the way and work to be better, 2) the Government of South Tangerang District can work professionally in accordance with the provisions of the legislation (accountable), this will encourage public trust so as to foster society participation in the development process, 3) Be able to develop accommodative work programs in accordance with condition and ability, and still adhere to the principles of efficiency and effectiveness (conditional). With the use of the website as part of e-government, the efficiency and effectiveness of government work can be realized, 4) The Government of South Tangerang City continues to be consistent in providing the same non-discriminatory service standard. Through e-government, the spread of information will be spread evenly to all parties in need. 5) The South Tangerang District Government needs to make an adjustment between the balance of right and obligation. The administration of government fulfills the right and obligation of both the government as the organizer of the nation and society.

As a governing institution, the South Tangerang City Government seeks to implement professional work principles, which are reflected in the existence of transparency, accountability, conditionality, and equality of right. In the context of public information transparency, the government is opening transparently related to various public information that should be known to the public. As a concrete action from the implementation of public information transparency, the South Tangerang city government through www.tangerangselatankota.go.id conveyed the following information:

1. City Profile: regional symbol, history, vision and mission, South Tangerang map
2. Government: profile of mayor, profile of deputy mayor, structure of government, list of addresses, names of officials, SKPD (Regional Working Unit)
3. Public services: LPSE (Electronic Procurement Services), emusrebang, Indonesia One-Stop Integrated Investment and Licensing Service (DPMPST), Electronic Debt Tax Return (e-SPPT)
4. Event. This menu explains some current events held by South Tangerang city government.
5. The contact collection information on the south Tangerang city government address, along with telephone and email numbers.
6. Report include: public complaint & suggestion

7. The latest news about the development and activities of the South Tangerang city government

Considering the importance of public participation in supporting e-government towards good governance, this study would review society participation in implementing E-Governance. Society participation in accessing the website increased significantly, this was based on the calculation and monitoring of the South Tangerang Government's IT Team to researchers. This is also supported by the existence of the internet which is increasingly popular among the people. Even though the society visitation on the website www.tangerangselatankota.go.id significantly continues to increase, but it is recommended that socialization and promotion to the society through various activities continue to be done. This is as reported by online media **Tigapilarnews.com** - The Department of Transportation, Communication and Information (Dishubkominfo) of South Tangerang invites the public to have literacy on internet. One of them is by holding training on the use and utilization of the internet for the society. It is hoped that this training is expected by the society in the Setu Village, South Tangerang, the society to be able to utilize the internet positively, creatively and productively. South Tangerang, April 1, 2016. Accessed September 29, 2017. <http://www.tigapilarnews.com/berita/2016/04/01/14845-dishubkominfo-tangsel-ajak-masyarakat-melek-internet>.

Various efforts to introduce and socialize the website and various other applications to the society as one of the efforts so society can access various information needed. The things that are done are by communicating and socializing the benefits of the website as a media of communication and information for the government and the society. This is because now the government is aware that the existence of information technology is very helpful for the government in interacting with the public. In addition, information technology is one of the supports in involving the society participation and sustainable development process.

The greater the opportunity for the public to access public information, the greater the level of society satisfaction and trust to the government. Recently Palapanews.com- reported that cases of public information disputes in the City of South Tangerang claimed to be reduced. Last year, there were 16 cases, while in October 2016, 8 cases were recorded. "Decreasing drastically, the decrease was due to the coordination between PPID along with PPID Assistants located in the Office of the City District that improved the performance," said ASDA III of Tangsel City Government, Nur Slamet. Tuesday, 11/10/2015. Accessed September 29, 2017. <http://palapanews.com/2016/10/11/kasus-sengketa-informasi-di-tangsel-diklaim-turun>.

From the news above, it explained that the case of public information disputes in the city of South Tangerang claimed to be reduced, this indicates that the existence of the website makes it easy for the public to access public information, so various government activities and programs can be monitored by the public. Of course this has positive implication on improving the performance of the government because it has an obligation to publish various public information. Thus the South Tangerang Government officials will be careful and carry out their duties more professionally. This is where the importance of improving the quality of human resources, facilities, and other infrastructure at all operational levels.

Conclusion

Based on the research result and discussion, the following conclusions can be drawn: 1) The implementation of e-government in the South Tangerang City was one of the efforts in improving the quality of public information accessibility, where this service was a concrete manifestation in the implementation of the Law on public information. With the easy accessibility of public information, it was possible to increase public participation in overseeing development and to form a more professional and accountable government apparatus. 2) The information available at www.tangerangselatankota.go.id was public information related to various development programs and activities within the South Tangerang city, as well as other information that was required to be opened to the public based on Law Number 14 year 2008 concerning transparency of Public Information. This website is one of the sources of information in meeting the needs of the society, as well as the media in involving the public in guarding the development process, and 3) The South Tangerang Government continues to improve the quality of the website and other supporting applications as a media for disseminating public information. This was done in response to the increasing literacy of information and technology in society environment, especially the society of South Tangerang.

After reviewing the result of the study, the researcher considered that in general, the implementation of e-government in order to improve the quality of the accessibility of public information services in the South Tangerang City was good, but there were still a few things that could be suggested for future improvement. The following are some suggestions from the research: 1) It is recommended that the South Tangerang Government improve coordination between the main Information Management and Documentation Officer (PPID) of the Regional Government and the PPID Assistant at the Regional Organization (OPD), this should continue to be done in order to improve services of public information, 2) Every PPID staff should be equipped with knowledge of regulations and legislation relating to public information, through bimtek activities or workshops, and 3) Increase staff competency in each PPID to have competence in public information services through increasing training, bimtek and workshop intensity related to how to upload information through websites and other electronic media.

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