Optimization of E-Government Through Information Technology Management

Indiati[1], Suljatmiko[2], Cecep Wahyu Hoerudin[3], Ufa Anita Afrilia[4], Sri Wulan Windu Ratih[5]

[1,2]STISOSPOL Waskita Dharma Malang, Indonesia, Email: ini.indiati@gmail.com

[3]Universitas Islam Negeri Sunan Gunung Djati Bandung, Indoinesia

[4]Universitas Padjadjaran, Bandung, Indonesia

[5]Universitas Gunadarma, Jakarta, Indonesia

Received: June 11, 2023; In Revised: July 29, 2023; Accepted: August 29, 2023

Abstract

E-Government has become the main driver in the transformation of public services through the management of Information Technology (IT). In this context, it is important to understand the positive impact produced by IT, as well as identify obstacles and effective management strategies to optimize E-Government. This research aims to investigate developments and challenges related to E-Government through IT management, as well as to identify effective strategies for dealing with these dynamics. This research uses a descriptive qualitative approach with data analysis from various research sources and previous studies that are relevant to the research topic. The results of this research provide in-depth insight into the role of IT in E-Government, the challenges that need to be overcome, as well as effective strategies for managing government IT. In the future, collaboration between the public and private sectors, integration of advanced technology, and response to cyber security threats will be the key to the success of an E-Government that is more efficient and relevant to society's demands. This research provides a valuable basis for improvement and innovation in government management in the digital era.

Keywords: *Optimization, E-Government, Information Technology.*

Introduction

The use of Information Technology (IT) has become a key element in the transformation of public services in various countries around the world. One of the most striking efforts to integrate IT into public services is through the concept of E-Government, which represents the transfer of government administration and communication processes into digital form. E-Government has emerged as an important solution to improve the efficiency, transparency, and accessibility of public services, presenting a huge opportunity to improve interactions between governments and their citizens (Alkhwaldi & Al Eshoush, 2022). However, as with many other major changes, E-Government optimization does not just happen. Some countries have achieved significant levels of optimization in E-Government implementation, while others are still struggling to overcome technical, cultural, and organizational obstacles. Therefore, the debate about how best to integrate information technology in the government context continues to grow. This is why research on "Optimizing E-Government through Information Technology Management" is important because it not only explores the basic concepts of E-Government but also highlights how IT management can play a role in achieving this goal (Anshari & Hamdan, 2022).

One of the main challenges faced in optimizing E-Government is the effective management of information technology. Information technology management in a government context involves developing, implementing, and maintaining IT infrastructure, as well as coordinating various E-Government initiatives and services. All of these elements must work synergistically to ensure the success of the transformation of public services towards optimal E-Government (Apriliyanti et al., 2021). In recent years, we have witnessed rapid developments in information technology, such as the Internet of Things (IoT), artificial

intelligence (AI), advanced data analytics, and cloud computing. Innovation in IT increasingly provides great potential for governments to improve their services. However, good management of information technology in a government environment requires a deep understanding of the latest technology, as well as a readiness to adapt quickly to continuous technological changes (Mustapha et al., 2021).

The importance of optimizing E-Government lies not only in administrative efficiency but also in community involvement. Better public services through E-Government not only save time and costs but also provide greater accessibility to citizens, including those in remote areas. This makes the government more transparent and accountable in carrying out its duties. Apart from that, E-Government also opens up opportunities for active participation by citizens in decision-making and government planning, which is a milestone in implementing democratic principles (Li & Shang, 2020). However, despite the many potential benefits offered by E-Government, not all countries and local governments have the same capabilities and resources to develop and manage the necessary IT infrastructure. Financial constraints, human resource capacity, and limited infrastructure can be barriers for countries seeking to adopt E-Government effectively (Doran et al., 2023).

The brief explanation above then underlines the importance of research in overcoming these problems and achieving the goal of better public service transformation. This research will explore various aspects of E-Government optimization and analyze the important role of information technology management in achieving this goal.

Literature Review

E-Government

E-Government, short for Electronic Government, represents a government system model relying on digital technology's influence. It encompasses the integration of all administrative tasks, community services, oversight, resource management for the relevant organization, financial operations, taxation, fees, personnel, and more within a unified system. Electronic Government signifies a recent advancement in enhancing public services through the utilization of information and communication technology, resulting in increased transparency, accountability, effectiveness, and efficiency of these services (Zeebaree & Aqel, 2021).

E-Government denotes the utilization of information technology and telecommunications in government management with the aim of enhancing government effectiveness. It also addresses the public's demand for transparency and accountability regarding government financial data to foster good governance. The concept of E-Government is adaptable across various branches of government, such as the legislature, judiciary, or public administration, to augment internal efficiency, provide public services, and facilitate democratic governance procedures (Sofyani et al., 2020).

E-Government serves various goals, which include:

1. Enhancing the caliber of public services by integrating IT technology into government administrative procedures.
2. Shaping a government characterized by integrity, transparency, and the capacity to respond efficiently to calls for change.
3. Building an information network and enabling public service transactions to occur without temporal or geographical constraints, while remaining affordable for the public.

4. Establishment of a transparent and efficient management system and work processes, as well as streamlining transactions and services between government agencies (Maulana, 2020).

E-government offers the advantage of elevating the quality of public services and enhancing transparency and accountability to the community. The relationships between this innovative utilization of information and communication technology can be categorized into four distinct classifications (Rachmawati et al., 2022).

1. Government to Citizens (G-to-C)
   The G-to-C type of E-Government applications are the most prevalent, involving government initiatives to create and employ diverse information technology solutions for engaging with the general public (Karolan, 2020).
2. Government to Business (G-to-B)
   The G-to-B category entails furnishing information services to the business community. Private enterprises and other business entities often require data and information from the government. Additionally, interactions between these businesses and government institutions pertain to the rights and responsibilities of these profit-driven entities (Umiyati et al., 2019).
3. Government to Government (G-to-G)
   E-Government applications are also essential for facilitating interactions between one government and another, aiding in cooperation, whether it be at the international level between countries or at the domestic level between government entities. These applications are integral to the administration of trade, political processes, social and cultural relations mechanisms, and various other areas of collaboration (Nurdin et al., 2022).
4. Government to Employees (G-to-E)
   The G-to-E application type is primarily designed for internal use by government agency personnel.

The adoption of E-Government services by society is an important issue for the success of E-Government initiatives. Indeed, E-Government services cannot improve the delivery of public services if they are not used by the public, this raises the question of how to increase the level of citizen adoption of services that have been prepared by the government (Mensah et al., 2021).

Information Technology

According to Haag and Keen, information technology plays a vital role in the design and execution of a wide range of business processes. Factors such as speed, information processing capabilities, computer connectivity, and internet technology can significantly enhance the effectiveness of these processes. Information technology serves as a toolkit that aids in streamlining the execution of tasks through information-related procedures (Rivas et al., 2020). In contrast, as per Martin, information technology extends beyond merely computer technology, encompassing both the hardware and software employed for information processing and storage, as well as the technology used to transmit information. Information technology has essentially become the cornerstone of conducting business (Li et al., 2022).

In addition to the perspectives presented by Haag and Keen, communication can also be understood as the process of transmitting a message from one individual to another with the intention of informing or influencing attitudes, opinions, or behavior, either through direct verbal means or indirectly through various forms of media. Information and communication

technology is a tool or media that is used as a means of conveying messages from one person to another as a form of direct or indirect interaction, as well as making it easier for people to communicate remotely (Walker, 2019).

Mulyana further underscores the idea that communication is a multifaceted process encompassing both verbal and nonverbal actions. Any interaction involving two or more individuals can be categorized as communication. Communication transpires when a sender elicits a reaction from the receiver by conveying a message in the form of a sign or symbol, whether it is verbal (using words) or nonverbal (employing non-word expressions). It doesn't necessitate that both parties share the exact symbol system (Indriani & Mulyana, 2021).

In the information society, as a result of the communication or information revolution, changes have occurred in the communication process which include:

1. Information gathering
2. Information storage
3. Information processing
4. Information dissemination
5. Return information (feedback) (Narvaez Rojas et al., 2021)

Any change in these five components in humans always affects the structure and way society functions. The important and most fundamental meaning of the communications revolution is human's ability to save time and conquer space. The use of space and time for humans has changed. Activities will be spread across time, so there will be energy savings in transportation because communication will no longer depend on distance. In this case, the need to gather in centralized places (campuses, offices, and conference rooms) is decreasing (De Haas, 2021).

This can be observed with the emergence of the distance learning system (SBJJ), where the teaching and learning process is carried out with the help of communication technology (media and internet). Apart from that, there is also a growth in people working remotely (without an office), teleconferences, remote shopping, long-distance marriages, and long-distance friendships (Wijayanto et al., 2023). All of this is made possible by advances in sophisticated and cutting-edge 3-K (communication, computer, and control) technology. The development of information and communication technology in the world of education, will help and make it easier for students in the learning process. Students can easily search for study materials to study wherever and whenever they want without being limited by space and time (Demestichas & Daskalakis, 2020).

Method

This research aims to investigate phenomena related to optimizing E-Government through Information Technology management. To achieve this goal, the research will use a descriptive qualitative approach. A descriptive qualitative approach will enable researchers to gain in-depth insight into emerging issues in the E-Government context, with a focus on Information Technology management. The data used in this research will come from various research results and previous studies that still have relevance to the content of this research. The secondary data that has been collected will be analyzed carefully to describe the development of E-Government, the challenges faced, and the innovative efforts that have been made in managing Information Technology. Data analysis will involve the process of collecting, compiling, and analyzing data from various sources to understand the broader context and generate deeper insights on the topic.

Result and Discussion

The Role of Information Technology in E-Government

The use of Information Technology (IT) in the context of E-Government has a significant impact on various aspects of government administration. One of them is efficiency. IT enables government administration to operate more efficiently. Administrative processes that previously consumed time and resources can now be automated and accelerated through integrated systems. This reduces the time required for completion of administrative tasks, as well as the operational costs required to run the process. Furthermore, the use of IT helps governments optimize the use of their resources. Apart from efficiency, IT also plays a role in increasing the accessibility and transparency of public services. By utilizing online platforms, citizens have easier access to government information and services. They can access public documents, regulations, and the information they need without having to physically come to a government office. This not only saves time and money for citizens but also increases transparency, as the information becomes easier to access and verify.

The use of IT in E-Government also includes system and database integration. This is a key factor in creating efficiency and better decision-making. Integrated systems and databases enable various government departments and agencies to share information efficiently (Kassen, 2022). For example, population data stored in one system can be used by various agencies in their processes. This reduces data duplication and ensures consistency of information across government. This way, the government can make better decisions based on consistent and accurate data. Apart from these impacts, the use of IT in E-Government has also increased community involvement in government processes. Through the E-Government platform, citizens can participate in monitoring public services, convey suggestions, and participate in government planning. This creates a feeling of ownership of public services and opens the door to more active interaction between government and society. People who feel involved in the government process are more likely to support and contribute to E-Government goals.

It can be said that the role of IT in E-Government is key to optimizing public services. From administrative efficiency to increasing accessibility, transparency, and citizen participation, IT is a key element in the transformation of government that is better and more responsive to society's needs.

Obstacles in Information Technology Management for E-Government

To implement effective E-Government, governments often face a series of obstacles that affect their Information Technology (IT) management. Financial and budget constraints are one of the main obstacles to adopting the latest technology in the government environment. Developing, implementing, and maintaining a sophisticated IT infrastructure requires significant financial investment. However, government budgets are often limited, and funds allocated to IT must compete with other sectors that also need funding. As a result, many E-Government projects face funding constraints, which can slow development and reduce the quality of the IT systems implemented.

The lack of human resources (HR) with adequate IT competence is a serious obstacle in IT management for E-Government. The development, implementation, and maintenance of complex IT systems requires experts in a variety of fields, including programming, cybersecurity, and IT project management. Governments often find it difficult to recruit and retain qualified human resources in sufficient numbers to support their E-Government initiatives. A lack of competent human resources can hinder the government's ability to manage and develop the technology it needs. Data security and privacy issues are important obstacles

in the E-Government environment. Managing and protecting sensitive data is a major challenge in the implementation of online government services. Cybersecurity threats such as hacking, malware attacks, and data theft can have serious consequences. In addition, attention to the privacy of citizens' data is very important. The government must ensure that personal data collected and stored in E-Government systems is properly protected and only used for lawful purposes. Failure to maintain data security and privacy can reduce public trust in E-Government services.

System compatibility and interconnection between various government units is another obstacle that is often faced in IT management for E-Government. Governments often have many departments and units operating different IT systems. To achieve effective IT management, these systems must be mutually integrated and compatible. This enables efficient data exchange between government units and ensures seamless connectivity in providing services to citizens. However, integrating existing systems and ensuring good interconnection is a complex task and requires considerable effort. These constraints create significant challenges in IT management for E-Government. Governments need to carefully identify and address these barriers to successfully achieve their E-Government optimization goals.

Effective Information Technology Management Strategy

To manage Information Technology (IT) effectively in the context of E-Government, the government needs to consider several strategies that will help achieve the goal of transforming public services. Focusing on long-term planning in IT management is a key strategy in achieving E-Government success. Long-term plans provide clear direction in the development and application of IT in various aspects of government. Long-range planning helps governments identify strategic goals, allocate resources wisely, and integrate IT initiatives with overall government planning. This ensures consistency and continuity in IT management and avoids an approach that focuses only on temporary projects (Ashaye & Irani, 2019).

Developing policies and regulations that support effective IT management is an important step in creating an adequate framework. Clear policies and strict regulations relating to cybersecurity, data protection, and technical standards provide the legal basis needed for government IT management. This policy should cover aspects such as accessibility, privacy, and protection of personal data. In this way, the government can ensure that the use of IT for E-Government is carried out with ethics, integrity, and compliance with the law.

Involving the private sector in managing government IT infrastructure can be an effective strategy for meeting rapidly growing technology needs. The private sector often has the expertise and resources necessary to build and manage complex IT infrastructure. Collaboration with technology companies and IT service providers can help governments reduce costs and speed up the implementation of E-Government projects. However, it is important to strike a balance between government control and private involvement to ensure that the public interest remains protected.

Continuous training and development of human resources (HR) in the IT field is a crucial strategy. The government needs to invest in training and development programs that enable civil servants and the government workforce to understand and master the latest technology. Training should not only focus on technical aspects but also on understanding E-Government concepts, cyber security, and IT project management. This will help ensure that government human resources have sufficient competency to manage, develop, and maintain complex IT systems. An effective IT management strategy in the E-Government context

includes long-term planning, strong policies, wise private sector involvement, and attention to sustainable human resource development. By combining these strategies, the government can create an environment that supports the transformation of public services through effective and efficient IT.

Measuring the Success of E-Government Optimization through IT

Measuring the success of optimizing E-Government through Information Technology (IT) involves several aspects that must be considered. First of all, E-Government performance evaluation criteria must be clearly defined to measure the achievement of E-Government goals. This includes the level of accessibility, responsiveness of services, efficiency of administrative processes, and the use of the latest technology in online government services. It is also important to measure the level of service and satisfaction of E-Government users. This evaluation includes the level of user satisfaction, the use of online services, and the responsiveness and quality of the services provided. The results of user satisfaction surveys and feedback from the public are important tools in assessing the extent to which users are satisfied with E-Government services.

Apart from that, monitoring the efficiency and effectiveness of IT management in E-Government is important. This includes monitoring the use of resources such as budget, HR, and IT infrastructure, as well as measuring the time required to carry out administrative processes. Efficient IT management can be reflected in the optimal use of resources and in increasing the efficiency of government processes. Apart from the internal impact, it is also important to evaluate the social and economic impact of implementing E-Government. This includes assessing improvements in citizen access to public services, citizen participation in government processes, savings in administrative costs, and positive economic impacts such as the growth of the local IT industry and job creation.

By integrating these measurements, governments can comprehensively understand the extent to which E-Government has been successful and where further improvements can be made. This success measurement helps in continuous improvement, strategic planning, and better decision-making in IT management for E-Government.

Future Challenges and Innovation in E-Government

E-Government continues to develop in response to increasingly complex societal demands and rapid technological change. To face future challenges and ensure continued innovation, several important aspects need to be considered. The integration of advanced technologies such as artificial intelligence (AI) and the Internet of Things (IoT) is one important aspect of improving E-Government in the future (Turner et al., 2022). Utilizing AI and IoT can provide better analytical capabilities in data management, smarter decision-making, and more personalized services. For example, the use of AI chatbots can increase efficiency in providing information to citizens and provide faster responses to their questions. The use of IoT also enables more efficient monitoring and management of public resources, such as traffic management, energy use, or waste management.

However, with the integration of these advanced technologies also comes greater cybersecurity challenges. Response to new developments and threats in cyber security is crucial. Hacking, cyberattacks, and data theft are ever-changing threats, and E-Governments must continue to develop robust security strategies to protect their sensitive data and infrastructure. Measures such as data encryption, continuous security monitoring, and HR

training on good cybersecurity practices will be key in confronting this threat. E-Government development must also be responsive to changes in society's demands. Modern society increasingly demands transparency, participation, and accessibility in government services. Therefore, the government needs to continue to develop services that are more easily accessible and understood by the public. In addition, adopting a one-stop (single-window) service model that allows citizens to access various government services through one platform can increase convenience and efficiency.

Collaboration between the state and the private sector is important in facing E-Government challenges in the future. The private sector often has the expertise and leading-edge technology that can support the development and implementation of E-Government solutions. Effective partnership agreements can accelerate innovation and provide better solutions for society. However, it is important to maintain a balance between public and private interests to ensure data protection and fair service. The e-government of the future will face the integration of advanced technologies, increasing cybersecurity challenges, changing societal demands, and the need for greater collaboration. By responding to these challenges through smart innovation and adaptation, E-Government can continue to be a powerful tool for improving public services and government efficiency.

Conclusion

In pursuing the goal of optimizing E-Government through Information Technology (IT) management, several key aspects have been debated. Effective IT management is the basis for realizing an E-Government that is efficient, transparent, and oriented to the needs of citizens. Careful performance evaluation, measuring service levels and user satisfaction, as well as monitoring the efficiency and effectiveness of IT management are important steps to ensure E-Government success. In addition, facing future challenges and preparing for innovation in E-Government is the key to remaining relevant and responsive to the demands of an increasingly complex society. The integration of advanced technologies such as artificial intelligence and the Internet of Things provides great opportunities but also presents cybersecurity threats that need to be addressed. Meanwhile, the development of E-Government must remain in line with changes in society's demands for transparency, participation, and ease of access. Collaboration between the public and private sectors will accelerate innovation and the development of better solutions for society. Overall, E-Government is an ever-evolving journey. With a strong understanding of performance evaluation criteria, measuring user satisfaction, efficient IT management, responding to technological developments, and readiness to face future challenges, the government can continue to improve public services and meet public expectations. With that, E-Government remains a motor of change in modern government management.

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