

Public Satisfaction on Transparency of E-Government Information in Bandung City to Prevent Corruption

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The survey conducted by the Indonesian Survey Institute and Indonesia Corruption Watch (ICW) showed that as many as 52 percent of respondents said that the level of corruption in Indonesia had increased. Corruption could lead to social inequality and poverty in the community. According to data from the Central Statistics Agency in 2018, the number of poor people in Indonesia is 25.95 million. One way the government can reduce the level of corruption is to implement 'E-Government'. The purpose of implementing E government in Kota Bandung was to ensure governance was clean and to encourage the achievement of targets for bureaucratic reform. Based on monitoring by Indonesia Corruption Watch (ICW) in 2019, the bureaucratic reform program is only lip service, because there are still many Civil Servants (PNS) or State Civil Apparatus (ASN) who carry out corrupt practices. Corruption can damage the performance of public services in the provision of transparent and accountable information which will ultimately reduce the level of public satisfaction of government performance. This study aims to examine the level of public satisfaction with the transparency of information on e-government platforms in Bandung City. This research uses a descriptive method. The results of the study indicate that the public is satisfied with the transparency of information contained in e government.

Key words: *E government, Corruption, Information Transparency, Public Satisfaction.*

Introduction

In the fourth debate in the context of the presidential election campaign in 2019, the presidential candidate, Mr. Jokowi introduced a program called Digital Government Serving (Dilan). Mr. Jokowi wanted to convince potential voters by trying to run a digital-based government program. With the existence of the program, the government is expected to be able to provide effective, efficient and fast services through the use of digital technology.



This concept of Dilan refers to the concept of e government. E government is the use of information technology by government agencies. With this technology, the government can provide services to the public, increase interaction between the business and industrial world and provide access to information to the public, so that the public can oversee government performance through transparent information. Public supervision of government activities is expected to be able to prevent corruption (Alisjahbana, 2017).

E government can guarantee the implementation of governance that is clear of corruption and encourages the achievement of targets for bureaucratic reform. According to Herman Suryatman, Head of the Law, Communication and Public Information Bureau of the Ministry of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia (2019), the target of bureaucratic reform is to create a clean and accountable bureaucracy, effective and efficient bureaucracy, and a bureaucracy that has quality public services. In reality, based on monitoring by the Indonesia Corruption Watch (ICW) in 2019, the bureaucratic reform program is only lip service, because there are still many Civil Servants (PNS) or State Civil Apparatus (ASN) involved in corruption cases; as many as 515 people (Chung and John, 2011). Similarly in West Java, at the end of December 2018 there were as many as 22 ASNs involved in corruption cases (Hussain et al., 2018). Corruption also occurred in the city of Bandung. Former Head of the Regional Financial and Asset Management Office (Kadis DPKAD) of Bandung City, Hery Nurhayat, was appointed by the Corruption Eradication Commission (KPK) as a suspect in alleged corruption in land acquisition for Green Open Space in Bandung City Government 2012-2013 (IM et al., 2013). A Survey conducted by the Indonesian Survey Institute (LSI) and Indonesia Corruption Watch (ICW) in December 2018, showed that the majority of respondents (as many as 52%) stated that the level of corruption had increased. Corruption can cause social inequality and poverty in the community. According to data from the Central Statistics Agency in 2018, the number of poor people in Indonesia is 25.95 million.

Corruption is a form of behaviour that violates public service ethics. Corruption contains three important elements, namely violation of law, rules or ethical values and a misuse of office. Corruption can damage the performance of public services in the provision of transparent and accountable information which will ultimately reduce the level of public satisfaction with government performance. Corruption shows that there is something wrong in managing the country, so that the state is considered to fail in creating authority and credibility (Mahajan, 2015). This study aims to examine the level of public satisfaction with the transparency of information through the use of e government, in Bandung City.



Literature Review

E Government

E-Government is the use of Information Communication Technology (ICT) by government agencies related to the provision of information and services to the public. E Government serves to improve access and provision of government services to benefit citizens, business partners and employees. With the implementation of e government, it is expected to be able to support government operations involving citizens so that public services are more efficient and transparent (Meyer, 2018).

E government includes several aspects related to financial management, namely e procurement, e budgeting and e controlling. E procurement is the use of information technology by the government in the procurement of goods and services needed by the public. Procurement of goods and services is usually through tenders. E budgeting is the use of government information technology in terms of procedures for preparing revenue and expenditure budgets and their realization. E controlling is a system that bridges between government work planning compared to its implementation, so that it can know the results of government performance.

Transparency

At present, there is an increase in public demand regarding transparency of information regarding government activities. The definition of transparency is the availability of information for the general public and clarity about government rules, regulations and decisions. Transparency is a fundamental moral claim in a democratic society; it is the right of the people to have access to government information. With this access, transparency can act as a deterrent to corrupt behaviour. Transparent information can also increase public accountability and trust that allows citizens to monitor the quality of public services, resulting in public satisfaction (Nobanee, 2018).

The government is said to be transparent if the public can find out about everything the government does, the ability to access information about government contract records, including the number and who gets given contracts, the ability to access information about the state budget or financial statements, the ability to access information about government plans, information about government performance (Nobanee, 2018).

Corruption

Corruption is defined as misuse of public office for personal gain. In the definition of corruption there are three elements, namely violations of laws, regulations, or ethical standards; abuse of office; and receipt of some actual or expected material gifts or benefits. Corruption can undermine public respect for the government as a service provider and disappoint citizens, thus encouraging cynicism about the government. Corruption is a symptom that something is wrong in the management of the country, so citizens are not satisfied with the government's performance. Public satisfaction is very important for public institutions that function as service providers for their citizens (Nobanee, 2018).

Public Satisfaction on the transparency of e government information

Public satisfaction is defined as the difference between public perceptions about providing and their previous expectations regarding the provision of public services. A high level of satisfaction will be achieved if the results of public perceptions regarding the provision of public services exceed their expectations (Nurulliah, 2017). Public satisfaction is very important for government institutions that function as service providers for their citizens. One of the most important factors affecting public satisfaction with government performance is corruption. Implicit here is that a low level of citizen satisfaction regarding public services stems from the government's failure to prevent corruption. In preventing corruption, the government has mobilized resources to meet its citizen's needs. E government can guarantee the implementation of governance that is clean from corruption through transparency of information on government activities.

Transparency through e government can increase public satisfaction by increasing public perceptions of information provision services. Through e government, the public will become more aware of public sector policies, the level of actual performance of public services, and the capacity to provide these services, which in turn will lead to the level of public satisfaction (Porumbescu, 2015).

Research Methods

This research method is descriptive. Descriptive method is a method that describes a reality of the object under study. This study aims to determine public satisfaction with the transparency of information contained in e government. Public satisfaction was measured by distributing questionnaires to 100 Bandung residents who work as accounting lecturers, auditors, members of non-governmental organizations, and community leaders.

Questionnaire questions include transparency of information relating to information about government activities, the ability to access information about government contract records, including the number and who gets given the contracts, the ability to access information about the budget or state financial reports, the ability to access information about land use city or planning documents, information about government performance. Each question is given a score of 1-5. A Score of 1 shows the public is very dissatisfied with information transparency. Score 2 indicates that the public is not satisfied with information transparency. A score of 3 indicates that the public is neutral. Score 4 shows that the public is satisfied with information transparency. A score of 5 indicates that the public is very satisfied with information transparency

Results and Discussion

E Government of Bandung city

At this time, the government continues to strive to implement e government. The purpose of e government is to improve the process of service of government institutions to the public through services on line. With the existence of e government, it is expected that the public can oversee the government because the public can receive government performance reports in an actual and transparent manner, the public can also freely access information about government performance (Prasetyo, 2013). E-government includes e-budgeting, e-procurement, e-controlling.

E procurement of Bandung city can be accessed through <http://lpse.bandung.go.id/eproc4/lelang>. This website is made based on article No. 111 of 2010 concerning the procurement of government goods / services, whose operational technical provisions are governed by the regulation of the Head of Government Goods and Services Procurement Policy (LKPP) Number 2 of 2010 concerning Electronic Procurement Services. In 2013, the Bandung City Government received an E procurement award from the central government because it was considered successful in the procurement of goods and services. All procurement of goods and services from the planning stage has been entered into an electronic system, so that information can be easily accessed by the public (Ramdhani, 2019).

E budgeting of Bandung city can be accessed through the website <http://apbd.bandung.go.id/login>. and <http://data.bandung.go.id/apbd/index.php/apbd>. The appearance of e budgeting on the regional budget for revenue and expenditure (APBD) in 2018 can be seen in Figure 1. E budgeting explains in detail the stages of the procedure for budgeting and detailed information on government revenues and expenditures. However, for 2019, information about the APBD does not yet exist. Whereas in the previous year,

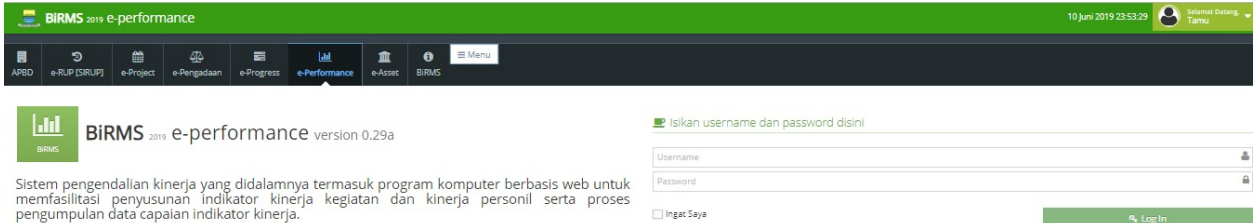
Bandung's e budgeting was the most effective value, based on the results of the Government Agency Performance Accountability Evaluation the Region I Regency / City Government, Bandung obtained the predicate A (Salim et al., 2017). According to the Mayor of Bandung, Ridwan Kamil, the use of e budgeting was able to prevent corruption. With e budgeting, it is not possible to do mark ups; government activities are more measurable. Before the implementation of e budgeting, there were many ineffective government activities (Sita, 2018).

Figure 1. Display of E Budgeting of Bandung City



E controlling Bandung City can be accessed via <https://birms.bandung.go.id/epformance/>. E Controlling includes e project planning and e performance. E project planning is an activity planning system which includes a web-based computer program to facilitate the recording of detailed activity plans determined based on time factors, budget allocation and volume of activities. E performance is a performance control system which includes a web-based computer program to facilitate the preparation of activity performance indicators and personnel performance as well as the data collection process for performance indicators. The appearance of e performance is found in Figure 2. Weaknesses in these two systems are that information is not presented directly, and the users must register first.

Figure 2. Display of e-performance of Bandung City



Public satisfaction with information transparency through e government

From the results of the distribution of questionnaires, as many as 100, the questionnaire that can be analysed is as many as 87, because some possess incomplete data. The statements and responses from respondents regarding satisfaction of e-government information transparency are presented in t-Table 1. The questions conveyed to respondents regarding the level of satisfaction about e-government information transparency are related to:

- e procurement which includes, transparency of information about government contract records, including the number and who gets the contract,
- e budgeting which includes, information about the budget or state financial report,
- e controlling which includes the ability to access information about government work plans of government performance, regarding the management of assets and audit results

Based on the respondents' answers, it shows that the level of public satisfaction, with information transparency in e government, shows a high level of satisfaction, because the average score for each item shows a value of more than 3.

Table 1: Respondents' response to e government of Bandung City

Question	Respondent's response (in%)					Average Score
	Very satisfied	Satisfied	Neutral	dissatisfied	very dissatisfied	
Statement about e-procurement						
There is information about government contracts	19	45,2	27,4	6	2,4	3,724
There is information about companies that carry out	22	42,7	18,3	13,4	3,7	3,65

government contracts						
There is information about the number of government contracts	27,4	40,5	16,7	10,7	4,8	3,753
Statement on e-budgeting						
There is information about budgeting	25,9	41,2	23,5	4,7	4,7	3,789
There is information about the revenue budget	21,26	45,9	20	9,4	3,5	3,722
There is information about the expenditure budget	21,2	43,5	22,4	8,2	4,7	3,683
Statement of e-controlling						
There is information about the government's work plan	26	40,3	18,2	11,7	3,9	3,731
There is information about government performance	20,5	45,8	20,5	7,2	6	3,676
There is information about managing government assets	18,8	40	28,2	8,2	4,7	3,597

Conclusion

E Government of Bandung City covers several aspects related to financial management, namely e procurement, e budgeting and e controlling (Suryatman, 2017;Sutiawan, 2018;Tabor, 2018;Totoh, 2019). The purpose of establishing e-government is to guarantee the implementation of governance that is clean of corruption. Corruption shows failure in managing state finances which results in the public feeling dissatisfied with the government's performance. Therefore, to prevent corruption, the information contained in e government must be transparent. This study aims to examine public satisfaction with the transparency of information presented in e government of Bandung City. The results of the study show that the public is satisfied with the transparency of e-government information. The results of this study were also supported by the fact that the City of Bandung had received an e procurement award from the central government and obtained the A predicate for e budgeting based on the results of Government Agency Performance Accountability Evaluation. But s weaknesses in e budgeting is that it has not shown the latest information for 2019. In addition there are also shortcomings in e controlling, because information is not presented directly. Information can be obtained only if the user registers first.

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