



Analysis of the Implementation of Public Services in an Electronic-Based Government System (Mataram City Study)

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ABSTRACT

This research aims to analyze the laws and regulations on the electronic-based government system in Mataram City as an effort to improve fast, efficient and affordable public services and to describe the implementation of applications in public services in Mataram City and formulate relevant solutions. Normative-empirical research with legislative, conceptual and sociological approaches in qualitative descriptive analysis, the data used are primary, secondary and literature research materials and field research. Dto conclude; First, SPBE in the government system is needed in order to provide better service to the community, which in principle has been regulated in Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems. And second, the Mataram City Regional Government is committed to implementing electronic-based public services, namely with the issuance of Regional Regulation Number 3 of 2020 concerning the Implementation of Electronic-Based Government Systems and Mataram Mayor Regulation Number 20 of 2024 concerning Guidelines for the Implementation of SPBE. And through Diskominfo, it has managed 14 information technology services with each service application effectively.

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INTRODUCTION

Digital human rights are a form of universal human rights that are concrete and guaranteed by the constitutions of countries in the world. including Indonesia in the implementation of electronic-based public services which is a main aspect for state apparatus to meet the needs of the community in accordance with the national goals stated in the preamble to the 1945 Constitution of the Republic of Indonesia paragraph 4. and article 28F of the 1945 Constitution of the Republic of Indonesia expressly states that the state protects everyone has the right to communicate and obtain information. Then Article 28G paragraph (1) of the 1945 Constitution guarantees that everyone has the right to personal protection in the current digital era, which is very close to the protection of personal data which is one part of the privacy rights and personal data of a person. This formulation is the basis for granting digital rights to the community.

The presence of Law No. 14 of 2008 concerning Public Information Disclosure (UUKIP) has three main axes, namely transparency, participation, and public accountability, which is a form of embodiment of Articles 28F and 28G paragraph (1) of the 1945 Constitution of the Republic of Indonesia and has also been issued Law Number 25 of 2009 concerning public servants in article 2 which reads "The Law on public services is intended to provide legal certainty in the relationship between the public and organizers in public services. Then it is strengthened again by Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government article 344 paragraph (1) which reads: "local governments are obliged to ensure the implementation of public services based on government affairs that are the authority of the region". The

provision of public services quickly and appropriately in the era of information and globalization which is so rapid and fast, it is absolutely essential for the implementation of electronic-based public services.

As an effort to fulfill this, in accordance with the mandate of Law Number 17 of 2007 concerning the National Long-Term Development Plan (RPJP) 2005 - 2025, it is to create a competitive nation that provides opportunities for the government to innovate the development of state apparatus through the implementation of the Electronic-Based Government System (SPBE) or e-government, which is the implementation of government that utilizes ICT to provide services to the government agencies, state civil servants, business people, the community and other parties.

The embryo of SPBE was born from Indonesia's seriousness in utilizing information technology in government when the issuance of Presidential Instruction (Inpres) of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for E-Government Development. Following up on the Presidential Instruction, then the Government issued Government Regulation of the Republic of Indonesia Number 82 of 2012 concerning the SPBE Implementation System and Presidential Regulation No. 95 of 2018 concerning Electronic-Based Government System (SPBE). To follow up, the local government of Mataram City issued Regional Regulation (PERDA) Number 3 of 2029 concerning the Implementation of Electronic-Based Government Systems, which aims to create better, innovative, and competitive governance. To provide space for the government to carry out various innovations in the development of the state apparatus through the implementation of SPBE or previously known as E-Government.

The Electronic-Based Government System (e-government) is one of the strategic steps in realizing quality public services. The Government of Indonesia, through various policies, continues to encourage the implementation of e-government to create services that are faster, more transparent, and responsive to the needs of the community. The implementation of e-government can be seen in various sectors, including administrative services, business licensing, and population document management, which can now be accessed mostly online. Mataram City, the integration of digital technology in public services has begun to be implemented gradually, despite facing certain challenges.

The Mataram City Communication and Information Service has managed 14 information technology services with each application having a target or scope of service users divided into 3 (three) large groups, namely there are 10 services intended for ASN and PPK within the Mataram City Government, and as many as 3 (three) Service Applications whose scope of use is for the entire people of Mataram City, while there is 1 (one) service application with the scope of users of the MATARAMKOTA-CSRIT constituents including local government organizations (OPD) within the Mataram City Government.

In the long term, the implementation of e-government in Indonesia has the potential to create more transparent, accountable, and efficient governance. However, this success requires a strong commitment from all parties, both government, society, and the private sector, to realize an inclusive and sustainable electronic-based government. The improvement of electronic-based public services is not only a reflection of technological advancements, but also an indicator of the government's seriousness in fulfilling people's rights to quality, transparent, and accountable services. With the right strategy, the transformation towards an electronic-based government can be a catalyst for improving the quality of life of the community as a whole.

METHODOLOGY

This research uses a type of empirical legal research, which is research that examines the applicable legal provisions and what happens in reality in society. The approach used is the Statute Approach; conceptual approach. And Sociological Approach. The data analysis technique carried out by the researcher is qualitative descriptive, where the data collected, compiled, and explained are then analyzed. The results of data analysis in this study will be presented in a narrative-descriptive manner to provide a comprehensive and in-depth picture related to the implementation of e-government in Mataram City.

RESULT AND DISCUSSION

Law on the Regulation of Electronic-Based Government Systems (SPBE) in Indonesia

The state of law will not be able to be realized if power is still absolute, because in the state of law there is a belief that state power must be exercised on the basis of good and fair law. even though it always fails to make it happen. The relationship between the ruling and the ruled is not based on mere power, but is based on an objective norm that binds the ruling party that is not only formally applicable but also defended when confronted with legal ideas.

The provisions of Article 1 paragraph (3) of the Constitution of the Republic of Indonesia in 1945 "The State of Indonesia is a state of law". that Indonesia adheres to the idea of "rechtsstaat" not "machtsstaat". This principle also guarantees the protection of the rights of citizens who adhere to decentralization in the administration of government, as indicated in Article 18 paragraph (1) of the 1945 Constitution of the Republic of Indonesia which reads:

"The unitary state of the Republic of Indonesia is divided into provincial areas and the provincial area is divided into districts and cities, each province, district, and city has a local government regulated by law".

When associated with the government in carrying out its activities, the government takes two kinds of actions, real actions (*feitelijkehandelingen*) and legal actions (*rechtshandelingen*). Real actions are actions that have no relevance to the law and therefore do not cause legal consequences. while government legal actions are actions carried out by State Administrative Agencies or Officials in order to carry out government affairs. Including government actions to implement an electronic-based government system (SPBE) in order to improve the quality of public services.

Electronic-Based Government System, hereinafter abbreviated as SPBE, is a government implementation that utilizes information and communication technology to provide services to SPBE Users. The Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems was born, to realize a clean, transparent, and more accessible government that is easier for the public to get services from the government.. reliable and trustworthy, and easily accessible interactively. SPBE is known as E-government or Electronic Government. According to Suci Flambonita, good governance is administrative governance which means a policy implementation system carried out through the public sector that has efficient, independent, accountable and transparent characteristics.

Based on Article 1 paragraph (1) of Presidential Regulation Number 95 of 2018 concerning SPBE which reads "Electronic-Based Government System, hereinafter abbreviated as SPBE, is a government implementation that utilizes information and communication technology to provide services to SPBE users". The main provisions in the Presidential Regulation contain six main regulations, as stated in the provisions of article 3, which read:

"The scope of the Regulation in this Presidential Regulation includes:

- a. SPBE governance;
- b. SPBE management;
- c. audit of information and communication technology;
- d. SPBE organizers;
- e. acceleration of SPBE; and
- f. monitoring and evaluation of SPBE."

And the elements of the Electronic-Based Government System are contained in the provisions of article 4 paragraph (2) of the Presidential Regulation which reads:

"The elements of SPBE as referred to in paragraph (1) include:

- a. National SPBE Master Plan;
- b. SPBE Architecture;
- c. SPBE Plan Map;
- d. SPBE plan and budget;
- e. Business Processes;
- f. data and information;
- g. SPBE Infrastructure;
- h. SPBE Application;
- i. SPBE Security; and
- j. SPBE Service "

SPBE Governance aims to ensure the implementation of SPBE elements in an integrated manner. In this study, the focus is on SPBE Applications used by Central Agencies and Regional Governments to provide SPBE Services. SPBE applications consist of: 1) General Applications; and 2) Custom Applications. General Application is the same, standard, and widely used SPBE Application by central agencies and/or local governments. Meanwhile, Special Applications are SPBE applications that are built, developed, used, and managed by certain central agencies or local governments to meet special needs that are not the needs of other central agencies and local governments. The integration of the development and development of the SPBE Application is coordinated by the minister who organizes government affairs in the field of communication and informatics.

Every Central Agency and Regional Government must use the Common Application. In the event that Central Agencies and Regional Governments do not use the General Application, Central Agencies and Regional Governments may use similar applications to the General Application. The Common Application and its source code are registered and stored in the SPBE Application repository. The SPBE Application Repository is managed by the minister who organizes government affairs in the field of communication and informatics. Meanwhile, regarding Special Applications, the SPBE Presidential Regulation has not required Central Agencies and Regional Governments to carry out the construction and development of Special Applications. Article 39 of the SPBE Presidential Regulation only explains that Central Agencies and Regional Governments can carry out the construction and development of Special Applications.

Analysis of Public Service Implementation in the Electronic-Based Government System (SPBE) in Mataram City

Regional Governments have a very large role in the welfare of the community. Role is a dynamic aspect of a person's position or status and occurs when a person carries out his rights and obligations in accordance with his position, thus the role is said to have been carried out when a person with a certain position or status has carried out his obligations. The success of the implementation of e-government is the commitment of local government leaders. Government is essentially a service to the community, as a whole to the aspects served. Namely: attitude, mind, heart, behavior, speech and soul.

The Mataram City Regional Government, which carries out the function of governing and carrying out the function of managing government administration, is committed to carrying out electronic-based public services, namely with the issuance of Regional Regulation Number 3 of 2016 concerning the Implementation of Public Services, which was developed through the E-Government application to provide opportunities for the community to actively participate in government activities. At the same time, it provides legal certainty, as in the provisions of Article 2 which reads: "The implementation of public services is intended to provide legal certainty for the implementation of public services and the fulfillment of people's rights in a quality, integrated and sustainable manner".

Then Regional Regulation Number 3 of 2020 concerning the Implementation of Electronic-Based Government Systems in Mataram City to improve the efficiency and effectiveness of public services, in order to realize clean, transparent, and accountable governance as well as quality and reliable public services and Mataram Mayor Regulation Number 20 of 2024 concerning Guidelines for the Implementation of SPBE. This regulation was acknowledged by Mr. Drs. I Nyoman Suwandiasa, M.H., as the Head of the Mataram City Information and Communication Office, when interviewed what regulations underlie the implementation of SPBE in improving the Quality of Public Services in Mataram City. He said that:

"Regulation of the Mayor of Mataram Number 20 of 2024 concerning Guidelines for the Implementation of SPBE and Regional Regulation Number 3 of 2020 concerning the Implementation of Electronic-Based Government Systems".

The Electronic-Based Government System (SPBE) is a form of service provided by the Mataram City Government through the implementation of the Mataram City Communication and Information Office. These services are included in the first service category, namely the e-government service section. The central government strongly supports and encourages local governments to immediately build SPBEs. This is stated in the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government.

The number of Information Technology Services managed by the Mataram City Communication and Information Service can be described in the following table:

No.	Service Application Name	User Coverage	Service Response Time
1.	Layanan Jaringan	For all employees and Non-Employees	15 Minutes
2.	Layanan Email Dinas Pemerintah Kota Mataram	For the Scope of the Mataram City Government	15 Minutes
3.	Layanan Hosting dan Sub Domain	For all Mataram City Regional devices	15 Menit
4.	Layanan Pembuatan Website dan Sistem Informasi	For the Scope of the Mataram City Government	15 Minutes
5.	Layanan Aplikasi Rekomendasi TIK	For the Scope of the Mataram City Government	15 Minutes
6.	Layanan Aplikasi Digitizer	For the Scope of the Mataram City Government	15 Minutes
7.	Layanan IT Security Asessment	For the Scope of the Mataram City Government	15 Minutes
8.	Layanan MATARAMKOTA-CSIRT	The constituents of MATARAMKOTA-CSIRT include local government organizations (OPD) within the Mataram City Government	1 Business Day
9.	Layanan Tanda Tangan Elektronik	ASN and PPK within the Mataram City Government	1 Business Day
10.	Layanan Aplikasi Data Urusan SKPD	For the Scope of the Mataram City Government	1 Business Day
11.	Layanan Satu Data Kota	Services are available to the public	14 hari kerja

	Mataram		
12.	Layanan Aplikasi Helpdesk TI	The People of Mataram City	1 Business Day
13.	Layanan Aplikasi PPID Kota Mataram	All Levels of Urban Society	15 Minutes
14.	Layanan Aplikasi SP4N-LAPOR! (mataram.lapor.go.id)	All Levels of Society	Maximum 3 Days

Data Source: Dinas KomInfo Kota Mataram 2025

Based on the table, the Mataram City Communication and Information Service has managed 14 information technology services with each application having a target or scope of service users divided into 3 (three) large groups, namely there are 10 services intended for ASN and PPK within the Mataram City Government, and as many as 3 (three) Service Applications whose scope of use is for the entire people of Mataram City, while there is 1 (one) service application with the scope of users of the MATARAMKOTA-CSRIT constituents including local government organizations (OPD) within the Mataram City Government. Thus, all levels of the city community have been reached with the services provided by the Mataram City Communication and Information Office.

The Mataram City Communication and Information Service, as one of the Mataram City government agencies, also develops the concept of e-Government through the information and communication technology function in the form of a www.diskominfo.mataramkota.go.id website. The function of the website is to provide a more complete service with all information technology facilities through online services presented as a form of excellent service to the community in Mataram City. And to improve the quality of his services, Mr. Drs. I Nyoman Suwandiasa, M.H., as the Head of the Mataram City Information and Communication Office, he said that:

"The need to improve employee competence, increase service socialization and integration between electronic-based government system services in Mataram City".

The development of the e-Government concept at the Mataram City Communication and Information Service provides convenience for the public and business actors in managing administration, in addition to that on the website people can register online by filling out forms and a number of other requirements as a completeness of administrative files in Mataram City. This was acknowledged by Mr. Heri Irawan, who was interviewed using the application by saying that:

"Employees are communicative, helping and asking questions about existing problems and application-based services at the Communication and Information Service are quite complete so that they can help the process of carrying out work and office tasks".

The implementation of e-government for public services at the local government level is expected to produce faster, better, and more efficient public services, as well as to increase the application of good governance principles. The Regional Government works optimally and openly to the community, so that it can accelerate the achievement of the government's vision to be able to realize excellent service to the entire community. The Regional Government Website is a very important means of information in the era of public information disclosure at this time. Through its website, the Regional Government can inform the public/the public about various matters related to the implementation of government affairs and the implementation of development, so that the public/community can know all information and developments that occur in their area.

CONCLUSION

SPBE in the government system is needed in order to provide better service to the community. Services based on electronic systems, of course, can create data integration that can be shared with all stakeholders who need the data. The regulation of Good Governance Principles in Regional Governments Implementing Electronic-Based Government Systems (SPBE) has in principle been regulated by Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, regulations regarding SPBE. And the Regional Government of Mataram City is committed to implementing electronic-based public services, namely with the issuance of Regional Regulation Number 3 of 2020 concerning the Implementation of Electronic-Based Government Systems and Mataram Mayor Regulation Number 20 of 2024 concerning Guidelines for the Implementation of SPBE. And through Diskominfo, it has managed 14 information technology services with each service application effectively.

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