THE ROLE OF E-GOVERNMENT BASED GOOD GOVERNANCE AND BUREAUCRATIC REFORM IN THE CONTEXT OF IMPROVING THE PERFORMANCE OF GOVERNMENT WORK UNITS

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ABSTRACT

Objective: This research aims to determine the relationship between e-government and good governance, bureaucratic reform on good governance, e-government on performance, bureaucratic reform on performance and good governance on performance.

Method: This research method is quantitative through surveys using Partial Least Square (PLS) Structural Equation Modeling (SEM) analysis with data analysis tools using SmartPLS 3.0 software. This research involved 431 government employee respondents who were determined using simple random sampling and were given the obligation to fill out each statement containing statements. The type of variable scale used is an ordinal scale. The rating scale for each statement uses a rating scale technique with a Likert scale type. The measurement scale values used are from 1 to 5, the values on each scale indicate: 1=Strongly Disagree; 2=Disagree; 3= Don't Know; 4 = Agree; 5=Strongly Agree. The online questionnaire is distributed via online social media, the stages of data analysis are the outer model test, namely validity and reliability testing and the inner model test, namely hypothesis testing or significance testing.

Results: The results of this study show that E-government has a positive and significant relationship to good governance, bureaucratic reform has a positive and significant relationship to Good Governance. E-government has a positive and significant relationship with performance. Bureaucratic reform has a positive and significant relationship to performance. The implementation of Good Governance has a positive and significant relationship to performance.

Conclusion: The benefits that are expected to be accommodated by the results of this research are as a reference and source of information as well as for conducting further research or similar research, in order to provide input for the implementation of e-government based good governance towards bureaucratic reform and its impact on more perfect government performance in the future.

Keywords: implementation of good governance, e-government, bureaucratic reform, performance.

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O PAPEL DA BOA GOVERNAÇÃO E DA REFORMA BUROCRÁTICA BASEADAS NA ADMINISTRAÇÃO PÚBLICA ELETRÓNICA NO CONTEXTO DA MELHORIA DO DESEMPENHO DAS UNIDADES DE TRABALHO GOVERNAMENTAIS

RESUMO

Objetivo: Esta pesquisa tem como objetivo determinar a relação entre governo eletrônico e boa governança, reforma burocrática sobre boa governança, governo eletrônico sobre desempenho, reforma burocrática sobre desempenho e boa governança sobre desempenho.

Método: Este método de pesquisa é quantitativo através de pesquisas usando a análise de Modelagem de Equação Estrutural (SEM) Parcial de Menor Quadrado (PLS) com ferramentas de análise de dados usando o software SmartPLS 3.0. Esta pesquisa envolveu 431 funcionários do governo entrevistados que foram determinados utilizando amostragem aleatória simples e foram dadas a obrigação de preencher cada declaração contendo declarações. O tipo de escala variável utilizada é uma escala ordinal. A escala de classificação para cada declaração usa uma técnica de escala de classificação com um tipo de escala Likert. Os valores da escala de medição utilizados são de 1 a 5, os valores em cada escala indicam: 1=Discordo Fortemente; 2=Discordo; 3= Não Sabe; 4 = Concordo; 5=Concordo Fortemente. O Questionário online é distribuído através de mídias sociais online, os estágios de análise de dados são o teste do modelo externo, ou seja, teste de validade e confiabilidade e teste do modelo interno, ou seja, teste de hipóteses ou teste de significância.

Resultados: Os resultados deste estudo mostram que o governo eletrônico tem uma relação positiva e significativa com a boa governança, a reforma burocrática tem uma relação positiva e significativa com a boa governança. E-governo tem uma relação positiva e significativa com o desempenho. A reforma burocrática tem uma relação positiva e significativa com o desempenho. A aplicação da boa governação tem uma relação positiva e significativa com o desempenho.

Conclusão: Os benefícios que se espera sejam atendidos pelos resultados desta pesquisa são como referência e fonte de informação, bem como para a realização de pesquisas adicionais ou pesquisas similares, a fim de fornecer informações para a implementação da boa governança baseada em e-governo para a reforma burocrática e seu impacto no desempenho mais perfeito do governo no futuro.

Palavras-chave: implementação de boa governança, e-governo, reforma burocrática, desempenho.

1 INTRODUCTION

The function of good government in improving people's welfare is achieved by creating fair regulations (policies) with equitable allocation and distribution of resources. In order to realize good governance, the process of participation and transparency is important in supporting the realization of accountability in government administration. According to Akpan-Obong et al. (2023) the word transparency is always related to the words participation and accountability. These three are pillars of good governance or good governance. This principle must be upheld in all government units, because good
transparency will usually be followed by building public trust in state managers, which in turn will be followed by growing public participation in making public policies as well as in their implementation and control. The term performance is often used to refer to the achievement or level of success of individuals or groups of individuals.

According to Asadi et al. (2022) performance can be known only if the individual or group of individuals has predetermined success criteria. These success criteria are in the form of certain goals or targets to be achieved. Without goals or targets, it is impossible to know the performance of a person or organization because there are no benchmarks (the Partnership measures four sectors of governance, namely government (legislative and executive), bureaucracy, civil society and the business world. According to Affandi et al. (2020); Desky et al. (2020) The strength of these four sectors measured using six parameters of good governance, namely: accountability, transparency, participation, fairness, efficiency and effectiveness. According Alfayn et al. (2022); Anuradha et al. (2022) differences in index scores for each province, it is possible to create a ranking for all provinces in Indonesia. Therefore, this research involves e-government and bureaucratic reform variables which are strongly suspected to be related to the implementation of good governance and its relationship with performance in Government.

This research will examine the implementation of e-government-based good governance and bureaucratic reform in order to improve the performance of Aceh government work units. The benefits that are expected to be accommodated by the results of this research are: As a reference and source of information as well as to conduct further research or similar research, in order to provide input for the implementation of e-government based good governance towards bureaucratic reform and its impact on more perfect government performance in future.

2 LITERATURE REVIEW
2.1 PERFORMANCE

Performance is the output/result of an activity/program that will or has been achieved in connection with the use of the budget with measurable quantity and quality. According to Basu (2004) performance refers to a result achieved for work or activities that have been carried out. In the context of government, performance will be assessed as a achievement when carrying out an activity is carried out based on applicable
regulations, does not violate the law and is in accordance with morals and ethics. The definitions formulated by several researchers regarding performance measurement are quite diverse, but still boil down to one agreement that by measuring performance, the manager's accountability process for all its activities to stakeholders can be more objective. According to Firman et al. (2023) defines "performance measurement as measuring the results and efficiency of services or programs on a regular (fixed, regular) basis." Measuring the performance of an organization's activities can reflect well whether or not the management of the organization concerned. Managers of an organization need to know whether the service activities they provide fulfill the principles of economy, efficiency and effectiveness. This is a form of management responsibility to stakeholders. Managers are responsible not only for physical services, but more than that, namely for good business management. The benefits of performance measurement and management are primarily to increase accountability and to provide better public services. According to Dhaoui (2022); de Carvalho Soares et al. (2022) mentions five benefits of measuring the performance of a government entity, namely: (1) Performance measurement improves the quality of decision making, (2) Performance measurement increases internal accountability, (3) Performance measurement increases public accountability, (4) Measurement performance supports strategic planning and goal setting, and (5) performance measurement allows an entity to determine the effective use of resources. According to Dhaoui (2022); de Carvalho Soares et al. (2022) the focus of performance measurement initially was on measuring the level of efficiency. This is closely related to the object of discussion at the beginning, namely measuring the performance of private business activities. When policy makers became aware that public service activities carried out by the government should also be able to measure their efficiency and effectiveness, intensive discussions regarding measuring government performance began. However, problems arise when it is realized that for public services there are many things that are qualitative in nature.

2.2 E-GOVERNMENT

E-Government has become very popular in line with the development of information and communication technology (ICT). E-Government is an electronic-based means of administering government." However, in practice, the implementation of e-government in Indonesia is still limited to using the Internet to carry out government
affairs and provide better public services in a way that is more oriented towards community service. In fact, the most expected benefits from e-government are increased efficiency, convenience and better accessibility of public services. According to Basu (2004); de Carvalho Soares et al. (2022); Firman et al. (2023) e-government is an effort to develop government administration based on/using electronics in order to improve public services effectively and efficiently. In the Instruction of the President of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy for the Development of e-Government, what is meant by e-government is electronic-based government administration (information and communication technology) to improve government performance in its relations with society, the business community and other related groups, towards good governance. According to Basu (2004); Firman et al. (2023) by providing services via the internet, e-government can be divided into several levels, namely providing information, one-way interaction, two-way interaction and transactions which mean full electronic services. Providing information is in the form of providing adequate information to the public via the internet. According to Hyun et al. (2020); Juwaini et al. (2022) One-way interaction can be in the form of a download facility for a form needed in the public service process. Filling out, collecting and processing forms online and in real time is an example of two-way interaction. Meanwhile, full electronic services consist of internet-based decision making and payment transactions (e-banking).

2.3 GOOD GOVERNANCE

Good governance as an effort to achieve good government must have several areas that are carried out so that the main objectives can be achieved which include: a. Politics, b. Economics, c. Social, d. Law. Realizing the concept of good governance can be done by achieving good conditions and synergy between government, the private sector and civil society in managing natural, social, environmental and economic resources. According to Enaifoghe et al. (2023); Gainau (2023) the minimum prerequisites for achieving good governance are transparency, accountability, participation, legal empowerment, effectiveness and efficiency, and justice. Public policies issued by the government must be transparent, effective and efficient, and able to answer the basic provisions of justice. According to Utomo et al. (2023); Yunarsih et al. (2020) As a form of good state administration, there must be community involvement at every level of the
decision-making process. In an effort to realize accountable and transparent government, egovernment practices are the use of the internet to carry out government affairs and provide better public services and in a way that is oriented towards community service. According to Haque et al. (2013); Karunia et al. (2023) E-government is an electronic-based management information system to assist the government in providing information, providing public services, and enabling online transactions both with other agencies/companies and with the public with better quality.

3 METHOD

This research method is quantitative through surveys using Partial Least Square (PLS) Structural Equation Modeling (SEM) analysis with data analysis tools using SmartPLS 3.0 software. This research involved 431 government employee respondents who were determined using simple random sampling and were given the obligation to fill out each statement containing statements. The type of variable scale used is an ordinal scale. The rating scale for each statement uses a rating scale technique with a Likert scale type. The measurement scale values used are from 1 to 5, the values on each scale indicate: 1=Strongly Disagree; 2=Disagree; 3= Don't Know; 4 = Agree; 5=Strongly Agree. The online questionnaire is distributed via online social media, the stages of data analysis are the outer model test, namely validity and reliability testing and the inner model test, namely hypothesis testing or significance testing. Based on the introduction, literature study and framework of thought, hypothesis testing can be formulated as follows:

H1: E-government has a positive and significant relationship to Good Governance.

H2: Bureaucratic Reform has a positive and significant relationship to Good Governance.

H3: E-government has a positive and significant relationship to performance.

H4: Bureaucratic Reform has a positive and significant relationship to performance.

H5: Good Governance has a positive and significant relationship to performance.
4 RESULT AND DISCUSSION

This research uses data analysis using SmartPLS software, which is run using computer media. PLS (Partial Least Square) is a variant-based structural equation analysis (SEM) that can simultaneously test measurement models as well as test structural models. The measurement model is used to test validity and reliability.

4.1 CONVERGENT VALIDITY

Testing the Convergent Validity of each construct indicator, an indicator is said to have good reliability if its value is greater than 0.70, while factor loadings of 0.50 to 0.60 can be considered sufficient. Based on this criterion, if the factor loading is below 0.50, it will be dropped from the model.
4.2 DISCRIMINANT VALIDITY

Discriminant Validity testing is the level of the results measuring a concept is able to differentiate itself from the results of measuring other concepts theoretically it must be different. Discriminant validity is also part of the outer model. The requirement to fulfill discriminant validity is that an indicator is declared valid if it has the highest loading factor on the targeted construct compared to the loading factor on other constructs. Another method to see discriminant validity is to look at the square root of average variance extracted (AVE) value of each construct with the correlation between the construct and other constructs in the model, if the root value of AVE is greater than the highest value of the correlation between the constructs then it is said to have a good discriminant validity value.

<table>
<thead>
<tr>
<th>Table 1. Reliability Test Cronbach's alpha</th>
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<tr>
<td>Cronbach's Alpha</td>
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<tr>
<td>E-government</td>
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<tr>
<td>Good Governance.</td>
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<tr>
<td>Bureaucratic Reform</td>
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<td>Performance</td>
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Source: Prepared by the author (2023)
4.3 COMPOSITE RELIABILITY

Composite reliability testing aims to test the validity of the instrument in a research model. Or measure internal consistency and the value must be above 0.70. If all latent variable values have composite reliability and Cronbach alpha values ≥ 0.7, this means that the construct has good reliability or the questionnaire is used as a tool in research, this has been reliable or consistent.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Average Variance Extracted (AVE)</th>
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<tbody>
<tr>
<td>E-government</td>
<td>0.754</td>
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<tr>
<td>Good Governance</td>
<td>0.716</td>
</tr>
<tr>
<td>Bureaucratic Reform</td>
<td>0.665</td>
</tr>
<tr>
<td>Performance</td>
<td>0.612</td>
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</table>

Source: Prepared by the author (2023)

5 HYPOTHESIS TESTING

In hypothesis testing it can be seen from the t-statistic values and probability value. To test the hypothesis, namely by using statistical values, for alpha 5% the t-statistic value used is 1.96. So the criteria for accepting/rejecting the hypothesis are that Ha is accepted and H0 is rejected when the t-statistic is > 1.96. To reject/accept the hypothesis using probability, Ha is accepted if the p value <0.05

<table>
<thead>
<tr>
<th>Correlation</th>
<th>T Statistics</th>
<th>P Values</th>
<th>Conclusion</th>
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<tbody>
<tr>
<td>E-government -&gt; Good Governance.</td>
<td>6.872</td>
<td>0.000</td>
<td>Supported</td>
</tr>
<tr>
<td>Bureaucratic Reform -&gt; Good Governance.</td>
<td>6.379</td>
<td>0.000</td>
<td>Supported</td>
</tr>
<tr>
<td>E-government -&gt; Performance.</td>
<td>2.832</td>
<td>0.000</td>
<td>Supported</td>
</tr>
<tr>
<td>Bureaucratic Reform -&gt; Performance.</td>
<td>6.043</td>
<td>0.000</td>
<td>Supported</td>
</tr>
<tr>
<td>Good Governance -&gt; Performance.</td>
<td>5.107</td>
<td>0.000</td>
<td>Supported</td>
</tr>
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</table>

Source: Prepared by the author (2023)
5.1 THE RELATIONSHIP BETWEEN E-GOVERNMENT AND THE IMPLEMENTATION OF GOOD GOVERNANCE

Communication and information technology can improve good governance in three ways, namely first, increasing transparency, information and accountability. Second, facilitate public participation in decision making. Third, increase the efficiency of public services. According to Jadda et al. (2022); Karunia et al. (2023) show that there is a positive relationship between the implementation of e-governance and efforts to implement good governance. Likewise, the research results of According to Enaifoghe et al. (2023); Gainau (2023) stated that e-government practices have a positive and significant influence on good governance. There is a lot of substantial literature on e-government that discusses information and communication technology (ICT) as an instrument for reducing the role of bureaucracy in government organizations. For example in Indonesia, the government has utilized the implementation of e-government with e-procurement, which is the process of procuring goods and services government electronically based on the web or internet. This instrument utilizes government communication and information technology facilities through the Electronic Procurement Agency (LPSE). This is a concrete step from the government in implementing good
governance. Electronic procurement of goods and services turns out to be quite helpful in bureaucratic efficiency. This e-procurement pattern reduces Corruption, Collusion and Nepotism (KKN) practices in the procurement of goods and services. This pattern also helps reduce state budget expenditures by 10 to 50 percent. This is supported by the results of research by According to Enaifoghe et al. (2023); Haque et al. (2013);Jadda et al. (2022);Karunia et al. (2023) which shows that egovernment is a powerful tool in reducing corruption-through telecommunications infrastructure and scope and quality

5.2 THE RELATIONSHIP BETWEEN BUREAUCRATIC REFORM AND THE IMPLEMENTATION OF GOOD GOVERNANCE

The experience of a number of countries shows that bureaucratic reform is a decisive step in achieving the country's progress. Through bureaucratic reform, a system of government administration is carried out that is not only effective and efficient but also able to become the backbone of national and state life. In the end, the successful implementation of bureaucratic reform will greatly support the creation of good governance, because bureaucratic reform is the core of efforts to create good governance. This is in accordance with research conducted by Mardiasmo, Barnes, and Sakurai (2008) which states that a lack of good governance legal instruments is the same as a lack of bureaucratic reform. Meanwhile, Supriyatno's (2014) research states that government bureaucratic reform is a way to achieve "good governance", which can be the beginning of a developed and modern country. Lee (1970) expressed the understanding of administrative (bureaucratic) reform in an effort to realize national development by applying various new ideas and combining them into an administrative system which states that an administrative (bureaucratic) reform is a conscious and planned effort through positive system improvements to achieve national development goals. Bureaucratic reform is an urgent effort to create good governance. Minogue (2002) further stated that good governance reform and public sector reform are considered mutually supporting reforms

5.3 THE RELATIONSHIP BETWEEN E-GOVERNMENT AND PERFORMANCE

According to Rokhman et al. (2023) The e-government pattern has begun to be practiced in almost all aspects of government, both legislative, executive and judicial. Its use can be felt both internally and externally. According to Yusuf et al. (2023);Zou et al.
(2023) from an internal perspective, e-government is able to create good coordination within government, and from an external perspective, better accessibility of public services will emerge, so that democratization can be felt more by the public. In practice, e-government is the use of the Internet to carry out government affairs and provide better public services in a way that is oriented towards public service. Good service is related to the performance of the apparatus, so that the apparatus becomes a determining element of the government's success in serving the public.

5.4 THE RELATIONSHIP BETWEEN BUREAUCRATIC REFORM AND PERFORMANCE

The relationship between bureaucratic reform and performance is as stated by Utomo, et al. (2023); Yusuf et al. (2023); Zou et al. (2023) which illustrates that bureaucratic reform is a necessity because it is related to performance in public organizations. According to Utomo, et al. (2023) show that partial and simultaneous bureaucratic reform has had a significant impact on organizational performance. The categories of bureaucratic reform that have quite varied impacts consist of the basis for reform, reform agents, and environment. Meanwhile, Singh et al. (2023); Suhardi et al. 2015) research results show that there is an influence of bureaucratic reform on organizational performance. The Relationship between the Implementation of Good Governance and Performance. The results of research conducted by Yusuf et al. (2023); Zou et al. (2023) concluded that the factors and principles of good governance were partially and simultaneously proven to have a positive and significant effect on the performance of government agencies. Furthermore, research by Nofianti and Suseno (2014) stated that the implementation of good government governance was proven to have a significant effect on the accountability of regional government performance. In line with the results of two previous studies, According to Rokhman et al. (2023); Singh et al. (2023) found that regional government performance was influenced by the implementation of good governance. Likewise, According to Suhardi et al. 2015); Zou et al. (2023) stated that there is a positive influence between the implementation of good governance and organizational performance. The conclusion of this research is that there is an influence of the implementation of good governance on organizational performance.
6 CONCLUSION

After conducting research testing the hypotheses proposed in the previous discussion, the research conclusions regarding the five hypotheses are: 1. E-government is related to the Implementation of Good Governance. 2. Bureaucratic Reform is related to the Implementation of Good Governance. 3. E-Government is related to Performance. 4. Reform Bureaucracy is related to Performance. 5. Implementation of Good Governance is related to Performance. Based on the results of the research, the following are practical recommendations that can be given to the Government: (1) To further improve the implementation of good governance, the Aceh Government must improve e-government, (2) To further improve implementing good governance, the Government must increase bureaucratic reform, (3) To further improve performance, the Government must improve e-government, (4) To further improve performance, the Government must increase bureaucratic reform, and (5) To further improve performance, then The government must increase the implementation of good governance. This research has several weaknesses that limit its perfection. From the results of the discussion of this research, several research limitations can be stated as follows: (1) This research uses previous research without direct observation in the field. (2) The scope of research is limited to e-government, bureaucratic reform, implementation of good governance and performance. Further research can be carried out by looking at the limitations of this research which can be used as a source of ideas for future research development. Some suggestions for further research that can be given both theoretically and practically are as follows: (1) Not only using secondary data in the form of literature studies to obtain data, but can also add direct interviews, questionnaires or field studies to further strengthen the results of the research, (2) The research method is not only a qualitative approach, but also a quantitative approach, (3) Increasing the scope of research with other relevant variables outside the variables in this research, so that more complex research results will be obtained.
REFERENCES


