PUBLIC SERVICES IN THE IMPLEMENTATION OF E-GOVERNMENT IN SIDOARJO DISTRICT

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Abstract
This study aims to describe the application of e-Government in District Sidoarjo in improving the performance of public services. In this study, the authors look at the implementation of e-Government with elements of a successful approach to the implementation of e-Government. Sidoarjo is a companion to Surabaya City and plays strategy in Gerbangkertasusila, as well as at the international level. Sidoarjo also partnered with the cities in Asia Pacific incorporated in CITYNET. The utilization of information technology is one thing that should be implemented in Sidoarjo. This study used qualitative research methods with a descriptive type. The collection of data through observation, interview, and documentation study. The results of this study indicate that the implementation of e-Government in Sidoarjo is not optimal either in the review in terms of support as well as usefulness Capacity (Value)
Keywords: E-Government, Public Service, Element Capacity, Element Support, Element Value

INTRODUCTION

Information and communication technology promises efficiency, speed of information delivery, global reach, and transparency. Therefore in this era of regional autonomy, to realize good governance one of the efforts is to use information and communication technology or what is popularly called government. In the World Bank version, good governance is an implementation of solid and responsible development management that is in line with the principles of democracy and an efficient market, avoiding misallocation of investment funds and preventing corruption both politically and administratively, carrying out budgetary discipline and creating the legal and political framework for growth activity business. This, for Indonesia's government and the private sector, is a recent breakthrough in creating public credibility and reliable managerial forms.

To realize lofty ideals of good governance, the government's use of information and communication technology (ICT), or what is commonly referred to as e-Government can be used as a tool or gateway to good governance. At the world level, developed countries have utilized information and communication technology as one of their main tools in improving the performance of governance and public services to improve information and communication services. Sharing intergovernmental (G2G), Community (G2G), and Business World (G2B) data.

World leaders are competing to improve government services to the public through-e-Government to increase government transparency and accountability to create good governance. As indicated in the survey- Government in 2016. Several leaders in Asia have demonstrated their efforts in utilizing information technology to compete in the utilization of information technology, such as the Republic of Korea, which occupies third position, Singapore in fourth position, and Japan in ranked 11th in the world. The United Kingdom, Australia, the Republic of Korea, Singapore, and Finland won the first to fifth positions. Meanwhile, the group e-Government Development Index (EGDI), Indonesia is included in the Middle EGDI. The EGDI Group consists of 4 (four) groups: Very High EGDI, High EGDI, Middle EGDI, and Low EGDI.

Based on the 2010 EDGI survey results, the Information and Communication Technology Training and Development Center (BPPTIK) inwebsitebpptik.kominfo.go.id released that in 2016 Indonesia was ranked 116th in EGDI, down 10 rankings compared to 2014, which was ranked 106th. This

condition is still far below countries in Southeast Asia, such as Malaysia (ranked - 60), the Philippines (ranked 71st), and Brunei Darussalam (ranked 83rd).

Meanwhile, Indonesia's value Online Service Index (OSI) and Telecommunication Infrastructure Index (TII) is still below the average in Southeast Asia. Indonesia is at 0.3623 OSI and 0.3016 TII, while the average OSI in the Southeast Asia region is 0.4598 and 0.306 on TII numbers, survey resultsUnited Nation E-Government 2016 above, especially Indonesia, the results of this survey certainly make it a challenge for us to be able to improve the EGDI ranking in the coming years, where the numbers obtained are facts from the conditions of implementation is e-Government to ensure that public institutions are more inclusive, effective, accountable and transparent.

Enthusiasm e-Government is the use of Information Technology as a tool, and its utilization makes government services run more efficiently. E-Government provides new opportunities to improve the quality of government by increasing efficiency, new services, citizen participation, and an increase in global information infrastructure. The e-Government will improve the quality of public information services to realize good governance. This is in line with what was conveyed by Dwiyanto, stating that the government bureaucracy can develop the use of information and communication technology (ICT) in its work process, and the interaction between the government and its citizens will be simpler and easier. Utilization of ICT can also help government bureaucracy to minimize opportunities for fraud and moral hazards in the interaction between citizens and government.[1]

By utilizing information technology by government institutions to improve government performance concerning other government institutions (G2G), communities (G2C), business communities (G2B), and other related groups. By building internet-based information technology applications and other digital devices managed by the government to convey information from the government to the public, business partners, employees, business entities, and other institutions on an ongoing basis online or offline.

The enthusiasm to utilize ICT in improving the quality of public services in Indonesia has been implemented, but it is still sectoral. The initiative to develop e-Government is still based on the desire of each agency to provide convenience in public services. Multiple applications e-Government built by several agencies in the Regency/City Government to provide speed and cut service bureaucracy, but as a whole have yet to be developed by the Regional Government as mandated in instructions President Number 3 of 2003 regarding development strategy e-Government. In Sidoarjo Regency, it has yet to run as expected fully, and this can be seen in several system applications and information public services that are still institutional. This means that the existing information system applications have yet to be integrated with other institutions and have not shown that the provision website and the application of information technology are for the public interest.

The results of the Indonesian e-Government Rating (PeGI) evaluation show that Sidoarjo Regency is in 8th place. This shows that there has yet to be significant support in policies, institutions, infrastructure, applications, and planning. PeGI shows that the infrastructure, application, and planning aspects are better than the institutional and policy aspects. This means that these three aspects are good enough that there is planning, the availability of applications for public services, and the availability of infrastructure built by the Sidoarjo Regency Government. However, policy (regulation) and institutional support are still low.

RESEARCH PROBLEM

The community demands fast, effective, and efficient services provided by the Government. So the use of information technology in Government, or the term e-Government, is expected to answer the service people want. So Implementation of e-Government is intended to improve the performance of local Government both for relations between government institutions (G2G), between the Government and the community (G2C), and the Government and the business world (G2B). E-Government can improve government performance and administrative processes as well as make a good contribution to the Government to improve service quality.

In Sidoarjo Regency itself, it has tried to build applications to support implementation-Government in Sidoarjo Regency as mentioned above, so in this study, the author will focus on application e-Government which is reviewed from several aspects, namely the support of the local Government itself (policies/regulations), human resources, financial resources, infrastructure development, and its utilization. Thus the problem in this research writer can formulate as follows:

1. How to Support (Support) Local Government (Regulation) in Implementation e-Government in Sidoarjo Regency?

2. How Ability (Capacity) Regional Government of Sidoarjo Regency (HR, Finance, and Infrastructure) to implement e-Government?

3. HowBenefit (Value) of applications built by the Sidoarjo Regency Government

THEORETICAL FRAMEWORK

Understanding e-Government

One definition of e-Government in the international literature, which is quite widely referred to, is derived from World Bank publications, which define e-government as follows: E-Government refers to the use by government agencies of information technologies (such as Wide Area Network, the Internet, and mobile computing) that can transform relations with citizens, businesses, and other arms of Government. [2]

This very general definition refers to the use of information technology in government agencies or public institutions. The aim is that governance relations (governance) between the Government, the private sector, and the public can be created in such a way as to make it more efficient, effective, and productive. Besides, E-Government is the use of information technology by local, central, and federal governments to support government operations, involve the community, and provide government services. This interaction includes submitting requests, payments, and other information services through the World Wide Web. [3]

Further, the World Bank define-Government as the utilization of information technology by government institutions through Wide Area Networks, the Internet, and Mobile Computing, which can transform better services from the Government to the public, the business world, and other government agencies, and can reduce corruption, increase transparency, convenience, revenue growth, and cost reduction.[4]

E-Government has become one of the Government's main issues in encouraging transparent and accountable public services. Discussion of e-Government in the context of government reform is greatly influenced by New Public Management (NPM). The general vision of NPM assumes that the use of information and communication technology (ICT) will increase efficiency, policy effectiveness, and democratic values."[5]

E-Government in Indonesia started to glance in 2001, namely since the emergence of Presidential Instruction No. 6 of 2001 concerning Telematics (Telecommunications, Media, and Informatics) which states that government officials must use telematics technology to support good governance and accelerate the democratic process. However, this central government initiative received support and response from only some government stakeholders along the way, so information technology was not maximized.

In Indonesia, development of e-Government, as in Presidential Instruction No. 3 of 2003 regarding Development Strategy-Government, several main government strategies can be described as follows[6]:

a. Development of a service system that is reliable and trustworthy, and affordable to the wider community;

b. Structuring the management system and work processes of the central government and local governments in an integrated manner holistic;

c. Optimum utilization of information technology;

d. Increasing the participation of the business world and developing the telecommunication and information technology industry;

e. Human resource development in government and the improvement-literacy public;

f. Implementation of systematic development through realistic and measurable stages.

Development Technology information and communication as the entry point in-Government to increase interaction between the government and its citizens according to Green 1982 and Ho 2002 in [7]revealed that:

Increased government interaction and its citizens is a tool to increase democracy because it is a way to improve service and confidence in government. With an emphasis on improving performance at all levels of governance, e-Government is an excellent mechanism that can be used to achieve this goal.[7]

Thus e-Government can be used to increase the interaction of the government and its citizens to improve democracy because it is a way to improve service and trust in government with an emphasis on improving performance at all levels of government. E-Government changes the way public services are served and the fundamental relationship between citizens and government. Citizens do not need to come to the government office to take care of these needs, but enough through the Internet, this is to reduce the costs incurred by residents. As stated in-Government in the White House, quoted by Teicher Hughes & Dow, 2002 in Marc Holzer 2004, E-Government will change how most public services are delivered and the fundamental relationship between government and citizens' plebiscites.[8]

There are 3 (three) biggest challenges faced by the government and society in developing the concept- Government in their respective countries, [9] that is:

a. Challenges related to how to create and define access channels digital (or electronically) that the public and the government can effectively use;

b. Challenges related to the involvement of other institutions outside the government (private commercial parties and other non-commercial parties) in developing infrastructure and superstructure e- Government required; And

c. Challenges related to strategy formulation institutions, especially those related to investment and operational cost issues so that the change management program-Government can run smoothly as desired.

In connection with the opinion above, the bureaucracy is to recognize the needs of the community, develop agendas and service priorities and develop programs according to the needs and aspirations of the community. This includes organizational arrangements in the public sector. The long organizational structure makes the work process slow and often becomes a source of information distortion, which causes the bureaucracy to fail to respond to public problems appropriately and quickly. [10]

To encourage accountability and transparency for good governance, information systems find a harmonious place in the organization of government organs. This accountability and transparency are required for public sector organizations to be trusted by the public, which can be achieved by using information and communication technology fulfilled through the implementationElectronic Government or e-Government (e-gov). [11]

Development Policy and Strategy-Government in Indonesia

1) Presidential Instruction RepublicIndonesia Number 3 of 2003

The role of Information and Communication Technology (ICT) in administering the government, the Government of the Republic of Indonesia has drawn up a strategic Master Plan for implementing ICT for the world of government through Presidential Decree No. 3 of 2003 concerning National Policy and Strategic Development-Government. This Presidential Instruction is a guideline for all government agencies, both the central and regional governments, in implementing e-Government. Thus it is hoped that there will be a common understanding and integrated steps from all government agencies in applying and developing e-Government.

Readiness in utilizing current information technology is generally reviewed from several aspects as follows: [12] First,E- Leadership; this aspect relates to the country's priorities and initiatives in anticipating and utilizing advances in information technology; Second, Information Network

Infrastructure; this aspect relates to the condition of telecommunications infrastructure and access, quality, scope, and cost of access services; Third, Information Management; This aspect relates to the quality and security of information management, starting from the establishment, processing, storage, distribution and distribution; Fourth, Business Environment; This aspect relates to market conditions, trade systems, and regulations that form the context for information technology business development, especially those affecting the smooth flow of information between the government and the public and the business world, between business entities, between business entities and the public, and between communities. Fifth, Society and Human Resources. This aspect relates to the diffusion of information technology in community activities, both individuals and organizations and the extent to which information technology is disseminated to the public through education.

In the implementation, the e-government in Indonesia has yet to show the direction of the formation of e-Government as good. Some of the prominent weaknesses, as stated in instructions from The President, are as follows: [6]

a) The services provided through the government website are not yet supported by the system management and effective work processes due to the readiness of regulations, procedures, and limited human resources, severely limiting the penetration of computerization into management systems and government work processes;

b) The strategy has not yet been established, and the budget allocated for development has not been adequate- Government at each agency;

c) These initiatives are individual agency efforts; thus, several factors such as standardization, information security, authentication, and various basic applications enable interoperability between sites in a reliable, safe, and trusted manner to integrate management systems and work processes in government agencies into integrated public services, have received less attention;

d) The approaches taken individually need to be stronger to address the gap in the ability of the community to access the internet network so that the range of public services being developed is also limited.

Instruction of the President of the Republic of Indonesia Number 6 of 2001 concerning the Development and Utilization of Telematics in Indonesia

To promote information technology and telematics, the Presidential Instruction of the Republic of Indonesia Number 6 of 2001 concerning the Development and Utilization of Telematics in Indonesia was conveyed to all high-ranking state officials, Governors, and Governors and Regents/Mayors throughout Indonesia.

Public service

Public services can be interpreted as providing services for the needs of people or communities who have an interest in the organization following the basic rules and procedures that have been determined. The Government is providing services to the community and creating conditions that allow each member of society to develop their abilities and creativity to achieve common goals. Public services by State Administration Institutions are defined as all forms of public service activities carried out by central government agencies, in the regions and in the environment of State-Owned Enterprises or regions in the form of goods and services both in the context of efforts to meet the needs of the community and in the context of implementing provisions of laws and regulations. Invitation.

Public services, as mentioned above, require the state apparatus to work professionally to realize professional public services, namely with accountability and responsibility. To realize this, it needs to be supported by improving the quality of public services as mandated in the MENPAN Decree (Minister of Administrative Reform) Number 63/KEP/M.PAN/7/2003 concerning general guidelines for the administration of public services as a refinement of the Decree of the Minister of Administrative Reform Number 81 of 1995 about guidelines governance public services, that quality services should follow the pillars of excellent service, namely: simplicity, security, and openness.

The mandate of the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services in chapter one, article one paragraph one emphasizes that[13]:

Public service is an activity or series of activities fulfilling service needs following statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers.

The public service provider is every state administration institution, corporation, independent institution established by law for public service activities, and other legal entities formed solely for public service activities.[14]

In practice, public services provided by the Government are still not optimal, as stated by[15]. The low quality of service occurs in almost all aspects of public services, both in the aspects of services, administrative services, and goods services. To overcome these problems align with the development of information technology, one of the efforts is utilizing electronic networks. This is also based on the fact that people are getting used to the network. The internet technology-based network used by the Government is known as Government. Public services organized by the bureaucracy are still far from public expectations, due to [16]: First, bureaucrats responsible for administering public services are still fixated on the old paradigm, with the spirit of *PangrehPraja* still attached to it.; Second, the regulations or provisions in force contain many holes (loophless) or weaknesses that lead to irregularities; Third, users of public services often take advantage of regulatory weaknesses and want to take shortcuts; Fourth, service users are still in a weak position. State administrators have a decisive role in the success of the Government's general duties and building service tasks for the community. This can be achieved by realizing the goals and objectives of developing a state apparatus that serves professionally, productively, efficiently, transparently, free from corruption, collusion, and nepotism, and can realize good governance.

Elements of Successful Implementation of e-Government

The application of digitalization concepts to the public sector can be carried out seriously and paid attention to by the public sector. Harvard JFK School of Government fattening three elements of successful implementation-Government must be owned and cared for seriously: Support, Capacity and Value. [9]

a. **Elements Support**

There is a desire (intent) or political will from the public and political officials to implement the concept e-Government. What is meant by support here is:

1) Agreed framework e-Government is one of the country's keys to success in achieving the nation's vision and mission, so it must be given high priority as other keys to success are treated;

2) The allocation of several resources (human, financial, human resources, time, information, and others) at every level of government to build this concept with e-Government (such as the existence of laws and clear government regulations, the assignment of special institutions such as office-envoys the main person in charge, drafting the rules of the game in cooperation with the private sector, and so on); And

3) Concept of socialization e-Government evenly, continuously, consistently, and thoroughly to all bureaucrats and the public in general through various sympathetic campaigns.

b. **ElementsCapacity**

Element Capacity is the element of ability or empowerment from the local government in realizing dreams and e-Government related to reality. Three the e-government must own three thing section with this element, namely:

1) Availability of sufficient resources to carry out various initiatives e-Government especially those related to financial resources;

2)   Availability of adequate information technology infrastructure because of this facility is 50% of the key to the successful implementation of the concept of e-Government; and

3)   Availability of human resources with the competence and expertise required to implement e-Government can follow the basis of expected benefits.

c. ElementsValue (Benefit)

The first and second elements are the supply side (service providers from the government, while the third element (Value) is an aspect that is reviewed from the side of the demands of society (demand side), various initiatives e-Government there will be no point if neither party benefits from the implementation of the concept what determines the size of the benefits obtained by their existencee-Government, not the government itself, but the community and those who are interested(demand side), for the government to be really careful in selecting priority types of applications e-Government what must come first in its construction in order to truly deliver value (benefits) significantly felt by the community.

Indrajit further revealed that the combination of the three most important elements above will form a nexus or central nervous system e-Government which will be the main key to guarantee success. Alternatively, in other words, experience shows that if the elements that are the focus of a government that tries to implement the concept- Government is outside the area (the three forming elements nexus), then the probability of failure of the project will be high.

Concept definition

Based on some of the theories mentioned above, the definitions of concepts relevant to this study are as follows:

a. Public Service is a public service carried out by central, regional, and local government agencies in the Neighborhood State or regional owned enterprises in the form of goods and services both in the context of efforts to meet the needs of the community and in the framework of implementing statutory provisions.

b. E-Government is the use of information technology in government agencies or public institutions. The aim is that governance relations (governance) between the government, the private sector, and the community can be created to be more efficient, effective, transparent, and productive.

c. E-Government is the main key to guaranteeing the success of digitalization in the public sector with a successful development elements approach e-Government is Support, Capacity, and Value.

d. Elements Support, namely the existence of support in the form of providing a framework e-Government agreed; allocation of human and financial resources; availability of supporting infrastructure such as clear regulations and specialized agencies e-Government.

e. Elements Capacity, namely the availability of sufficient financial resources, the availability of adequate information technology infrastructure, and the availability of competent and skilled human resources.

f. Elements Value (benefits), namely the availability of applications e-Government that truly benefit the community.

METHODS

In this study, the authors used a descriptive qualitative research methodology. Qualitative research is a perspective that emphasizes the characteristics, nature, and quality of something object (subject) concerned. [17], namely, research conducted to obtain an overview of the implementation e-Government in Sidoarjo Regency. Furthermore, this research is focused on implementation e-Government, particularly in local government efforts in utilizing information and communication technology in public services, which include:

a. The policy of the Sidoarjo Regency Government in implementing the policy e-Government;

b. Condition of supporting facilities and infrastructure e-Government, especially in Information System Integration?

c. How is the readiness of human resources of the government apparatus for implementation-Government, especially the HR apparatus in Sidoarjo Regency?

Methods and data collection techniques used in research are:

a. Primary data obtained from respondents, and secondary data recorded at certain institutions.

b. Collecting data through observation, interviews, documentation, and direct observation at the location or object study.

c. Sources of data derived from government agencies.

Meanwhile, the authors used a descriptive analysis approach to analyze the data. Descriptive analysis, namely data analysis used to describe or describe the facts on the ground. Which aims to show the condition or position of an object at any given time. [17]

RESULTS AND DISCUSSION

Information and Communication Technology (ICT) is utilized in government administration as stated in Presidential Instruction Number 3 of 2003 concerning National Policy and Strategic Development e-Government. This Presidential Instruction is a guideline for all government agencies, both the central and regional governments, in implementing e-Government. Thus it is hoped that there will be a common understanding and integrated steps from all government agencies in applying and developing e-Government. So the implementation of e-Government and the current use of information technology, in general, can be viewed from several aspects, including the availability of regulations or policies related to the use of ICT, the availability of Information Network Infrastructure, Information Management, Society and Human Resources, these aspects must be managed properly order implementation e-Government can point towards formation E-Government the good one. So that services provided through government websites are supported by system management and effective work processes due to the readiness of regulations, procedures, and the availability of adequate human resources to encourage the utilization of technology information and communication in public services.

Digitization concepts in the public sector can be carried out seriously and paid attention to by the public sector. Harvard JFK School of Government fattening three elements of successful implementation e-Government that must be owned and cared for seriously: Support, Capacity, and Value. Combining the three most important elements above will form a nexus or central nervous system e-Government, which will be the main key to success guarantor of success. Alternatively, in other words, experience shows that if the elements that are the focus of a government that tries to implement the concept e-Government is outside the area of the three forming elements of the nexus, then the probability of project failure will be high.

To analyze the implementation e-Government of public services in the Sidoarjo Regency, the authors use the approach of the three elements of successful implementation of e-Government: the Elements of Support, Elements of Capacity, and Elements of Value, as outlined below.

Element Support

Regarding policy or regulation, the Sidoarjo Regency Government has issued Sidoarjo Regent Regulation Number 56 of 2015 concerning Procedures for Developing Application Systems in the Sidoarjo Regency. Meanwhile, regarding financial support, from 2013 to 2016, the Sidoarjo Regency Government allocated an average of 3 (three) billion rupiah each year. Meanwhile, regarding the availability of human resources, the Government of Sidoarjo Regency has a total number of employees of approximately 14,000 people, including computer staff spread over 31 SKPD. Meanwhile, from the aspect of support for the availability of information technology infrastructure, the Sidoarjo Regency government is as follows:

a. Available Server in the Telematics Section, Dispendukcapil, BKD, BPPT, DPPKA. HOSPITAL.

b. Available Service Application System in Telematics Section, Dispendukcapil, BKD, BPPT, DPPKA, RSUD.

c. Available Computer Networks (Tower) in 18 Districts

Element Capacity

Regarding policy, Sidoarjo Regent Regulation Number 56 of 2015 concerning Procedures for Developing Application Systems in Sidoarjo Regency has yet to integrate all application systems built by each SKPD because there are no stronger/specific regulations. On the other hand, SKPD has not dared to share data due to a master regulation from the Central Government. From a financial aspect, the allocation of funds has yet to impact the development of reliable ICT due to the

absence of planning for infrastructure requirements and application systems in the Sidoarjo Regency. Meanwhile, from the Human Resources aspect, it becomes an obstacle alone. Due to the limited human resources, personnel with competence in the information technology field only have human resources at the computer operator level (74%).

In comparison, 26% are spread across competencies in programming, system/data analysis, computer/network technician, administrator database, and multimedia, or about 25% have competency in the ICT field. Meanwhile, from the infrastructure aspect, the ICT field is quite adequate in terms of hardware and software. However, it still needs to be integrated with one Regional Government information system.

Element Value

With the issuance of Sidoarjo Regent Regulation Number 56 of 2015, SKPD took the initiative to build an application system to respond to community demands regarding service acceleration and service transparency. However, the application system was built separately and must be integrated with the Sidoarjo Regency information system. While the annual budget allocation is optimal, when viewed from the utilization point of view, the overall ICT service coverage could be more optimal with the available funds. The limited human resources are a separate obstacle in developing information and technology systems in Sidoarjo Regency. Because understanding e-Government still needs to be improved by the HR apparatus in the Government of Sidoarjo Regency.

While the utilization of available information technology infrastructure is currently not optimal because the ICT infrastructure is still managed by the respective SKPD, including data processing, so the behavior of sharing data is still low because there are no regulations governing local government information systems in an integrated manner so that the existing infrastructure has not been utilized optimally by the Government of Sidoarjo Regency.

CONCLUSION

Application e-Government with the aim that the relationship between the government, both with the community and with business people, can take place in an efficient, effective, and economical manner. This is necessary considering the dynamics of society's movements at this time so that the government must be able to adjust its functions within the state so that people can enjoy their rights and carry out their obligations comfortably and safely, all of which can be achieved by reforming the system of government itself, ande-Government is one way.

Development e-Government is an effort to develop management government based on (using) electronics to improve public service quality effectively and efficiently. Through development e-Government, structuring the management system and work processes in the government environment with optimizing the use of information technology. The utilization of information technology includes data processing activities, information management, management systems, and work processes electronically, as well as the use of advances in information technology so that public services can be accessed easily and cheaply by people in all regions of the country.

Many government agencies in Sidoarjo Regency have taken the initiative to develop public services through communication and information networks. The conclusion obtained from the observations made by researchers is that most of the local government sites are at the first level (preparation). Only a small number have reached level two (maturation). In contrast, levels three (consolidation) and four (utilization), as mandated in Presidential Instruction Number 3 of 2003 concerning the Development Strategy e-Government in Indonesia, have yet to be reached.

The results of the discussion and data obtained with the approach to the elements of successful implementation e-Government which makes the author's foothold in conducting this research, shows that the initiative mentioned above has yet to show the direction of the formation of e-Government. Based on the results of the discussion with the Elements approach Support, ElementsCapacity, and Elements Value Some of the salient aspects are as follows:

a. From the elements of Support, services provided through government websites and application systems and available information technology infrastructure are not yet supported by the system

management and effective work processes due to the readiness of regulations, procedures, and limited human resources, severely limit the penetration of computerization into management systems and government work processes;

b. From the elementsCapacity, the strategy has not yet been established, and the budget allocated for development is inadequate e-Government as well as limited human resources who have competence in the field technology information for each agencyGovernment in Sidoarjo Regency is a separate obstacle in implementation e-Government in Sidoarjo Regency;

c. From the side element Value (benefits), the provision of application systems and computer network infrastructure have positively impacted public services. However, the provision of systems the application is an agency effort individually, then several factors such as standardization, information security, authentication, and various basic applications make it possible to interact reliably, safely, and reliably between sites to integrate management systems and work processes in government agencies into integrated public services have received less attention.

d. The approaches taken individually need to be stronger to overcome the gap in people's ability to access the internet network so that the range of public services developed is also limited.

POLICY ADVICE AND RECOMMENDATIONS

From the results of research and discussion and based on the conclusions   mentioned   above, the authors consider providing suggestions and recommendations for policies for implementation-Government in Sidoarjo Regency as follows:

a. There needs to be supported in the form of regulatory readiness governing procedures, procedures, and application system standards as well as an integrated/integrated information technology management information system translated into a master plan Development of Information Technology in Sidoarjo Regency;

b. To build reliable and adequate infrastructure both in terms of aspects hardware or software information and communication technology in Sidoarjo Regency in necessary capacity and stages supported by budget allocation by providing a budget plan in the information and technology system development planning system;

c. Limited human resources who have competence in the field technology information for each agency government in Sidoarjo Regency, for the short term, it can be done withhow to useUnit Training Center (UTC) Regional Personnel Agency to improve the competency of ASN (State Civil Apparatus) employees. In contrast, in the long term, it can carry out recruitment by opening the formation for fresh graduates in the field of information technology, both S1, and diploma.

d. To increase understanding and equalize perceptions about application e-Government in Sidoarjo Regency needs to be done workshop or socialization about e-Government for ASN employees (all levels) within the Sidoarjo Regency Government as well as stakeholder-related (Government, Business World, and Society)

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