

# Evaluation Of The Implementation Of The SELEDRI Policy Towards E-Government

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## ABSTRACT

Presidential Instruction No. 3 of 2003 about national policies and goals for e-government development shows the government's commitment to using information technology (IT) infrastructure to carry out government functions. Under Presidential Instruction No. 3 of 2003, the government directed various government agency officials, including governors and regents/mayors, to carry out measures to implement e-Government on a national scale. They were also instructed to develop and execute subsequent plans, collaborate with the Minister of State for Communications and Information, and ensure the president's instructions were implemented to the best of their abilities. This study focuses on identifying and addressing issues, therefore the researcher aims to understand the elements that affect the implementation of the SELEDRI programme, which has not been effective in building e-government at the Population and Civil Registration Service of Kubu Raya Regency. The researcher's choice of research method aligns with the research objectives. numerical Since it employs a method. This study employs the idea of George C. Edward Edward III, who argues that policy implementation is affected by Communication, Resources, Disposition, and Bureaucratic Structure. Thus, academics aim to do study on assessing the degree of success in Policy implementation SELEDRI.

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## 1. Introduction

Currently, almost all daily human activities depend on the internet. Almost all activities that previously ran offline are now online, which sometimes makes everyone confused. For this reason, the public must first know what the benefits and objectives of the Internet are for users from various aspects. Current internet use has started from several sectors, namely education, politics, economics, and others that make good use of technology.

The internet itself sometimes has many positive/negative impacts if a user does not use it properly and correctly, so it will violate the rules, for this reason, all internet users must be able to use it well to feel the positive impact, especially since internet use is rampant at this time. Today's internet will make all its users better [5][7].

The internet is also a means for the public to monitor the running of public services and find out how the services are provided. It is not surprising that now all government agencies, both in big cities and rural areas, are using the Internet to facilitate services to the public. With the very rapid development of technology, the government also has to keep up with developments, and this is a step that is made the main thing in the work/activities of the state, and it is also very important with the development of technology in work, so the President said that with technology, the working of facilities The internet is a very important infrastructure.

Presidential Instruction No. 3 of 2003 about national policies and goals for e-government development shows the government's commitment to using information technology (IT) infrastructure to carry out government functions. Under Presidential Instruction No. 3 of 2003, the government directed various government agency officials, including governors and regents/mayors, to carry out measures to implement e-Government on a national level. They were also instructed to develop and execute follow-up plans, collaborate with the Minister of State for Communications and Information, and ensure the president's instructions were implemented to the best of their abilities. In accordance with Presidential Instruction No. 3 of 2003, the government, through the Ministry of Communication and Information, produced many documents regarding the implementation of e-government[1].

With the development of technology today, an advanced society cannot be separated from Internet facilities, because the Internet will cover several fields, such as economics, for students, society, education, banking, business, trade, health, tourism, animal husbandry, agriculture and government even in personal interests shopping, or buying food, and it would be more efficient if they did not use the internet. Likewise, the government must do it using the internet, namely providing services to the community, because the government is a community agent [13].

### **Identification of Research Problems**

Based on the background that has been described, the identification of problems with the implementation of services completed in one day (SELEDRI) in the preparation of children's documents at the Population and Civil Registration Service of Kubu Raya Regency is as follows:

1. Resources in the SELERI e-Government program
2. Organization of SELEDRI programs in e-Government
3. Program communication in e-Government
4. Disposition of programs in e-Government
5. Technology in the SELEDRI program in e-Government

### **Research Problem Formulation**

This research is based on identifying and limiting the problem, so the formulation is: "What factors influence the implementation of the selbri program which is not optimal in developing e-government at the Population and Civil Registration Service of Kubu Raya Regency?"

### **Research purposes**

The objectives to be achieved are various factors such as the SELEDRI Program, the success of e-government, as well as the development of public policy science according to innovation with Internet Technology (IT).

### **Benefits of research**

1. the Population and Civil Registration Service of Kubu Raya Regency, can make policies and implement E-Government
2. As input for service improvement, to meet satisfaction in service to the community.
3. The public gets fast, efficient, and effective service. Towards E-Government.

## **2. Literature Review**

### **Theory**

#### *1) Definition of Public Policy*

Public policy is the government's authority to make policies that are used in legal regulations. Conceptually or in everyday life, of course, this definition represents the general understanding of public policy. Public policy as simply: "whatever the government decides to do or not to do" which means whatever the government decides to do or not to do.

This public policy matter is inherent to the p8 "policy" itself. Policy is the outcome of a thorough examination of different options that results in a choice of the most favourable

option. Decisions required in a policy must have an objective that supports the public interest, rather than just a declaration of the government's desires. Public policy refers to a set of actions with a defined objective that are carried out by individuals or a group of people in response to a problem or issue of importance. Public policy refers to the collective actions suggested by an individual, group, or government in a specific setting where challenges are present. These actions aim to implement the proposed policy and fulfil the established goals [14]. Dunn thinks that the definition of public policy is a set of linked decisions made by government institutions or officials in areas related to government responsibilities. Therefore, it may be inferred that public policy consists of decisions that try to promote the well-being of the community through government rules [10].

#### 2) *SELEDRI Policy*

SELEDRI (Selesai Dalam Satu Hari or Completed in a Day) is a service innovation program for the District Dukcapil Service. Kubu Raya in facilitating the processing of Population Administration which focuses on issuing population documents that are integrated with other population documents in one day, submission. The Integrated SELEDRI Program was first launched [10]. Over time, developments occurred following the existence of a cooperation agreement between the District Dukcapil Service, Kubu Raya and the District Health Service. Kubu Raya where residents who give birth in health facilities (Puskesmas and Hospital) receive 3 types of documents in 1 day, namely: Family Card changes (addition of members), Birth Certificate, and KIA.

#### 3) *Public Policy Implementation*

In the implementation of public virtue, many factors influence the process of implementing public policy. This implementation process involves a series of concrete steps taken to carry out or implement the public policies that have been created. Several key points from experts regarding policy implementation theory are influenced by, among others, implementation factors, policy characteristics, actors and their roles, organizational dynamics, interaction between actors, social and political context [2].

#### 4) *Internet*

The internet is defined as a network of computers connected, which can be used to exchange information flows between one another. Internet is a computer network that is developing very rapidly, which provides benefits and positive impacts for the world of education, business, and government. The Internet has become a very important need for individuals, organizations, companies, and government agencies [12].

### **E-Government**

E-Government is the use of electronic-based administration to enhance the quality of public services in a more efficient, effective, and interactive manner. E-Government essentially refers to the utilisation of information technology to enhance communication between the government and various stakeholders, such as inhabitants, enterprises, and other agencies. The government utilises information technology to offer the public convenient ways to access information, aiming to enhance openness, accountability, and public involvement. This allows it to serve as a mechanism for monitoring and evaluating government policies and operations. Introduce a fresh framework, known as the Human-Organization-Technology (HOT) Fit Model, that can be utilised for assessing information systems. This paradigm places significant elements in an information system, specifically Human, Organisation, and Communication Technology (Yusof et al, 2006).

## **3. Methods**

### **Types of research**

The type of research used by researchers based on research objectives is quantitative research. Because using approaches, methods, or techniques to conduct research is important so that accurate

results can be achieved by previously determined research objectives. The approach used in this research is positivist. The positivist approach is a quantitative approach [4][9].

The quantitative or positivist approach follows a deductive thinking pattern and believes in numbers (statistics) as an instrument to explain the truth. This research is successful in implementing the Seldri program policy in E-government which seeks to describe and see the factors that influence the successful implementation of the SELEDRI program policy [3].

### **Operational Research Variables**

Implementation of the SELEDRI policy in Kubu Raya Regency is the process of implementing and implementing the SELEDRI policy (Done in a Day) which has been formulated by Kubu Raya Regency. The implementation of the SELEDRI policy in Kubu Raya Regency is measured by the indicators: speed, accuracy, and satisfaction with the service of KK changes (addition of members), Birth Certificates, and KIA. (Regent Regulation No. 78 of 2020 concerning Integrated SELEDRI)

Factors that influence the implementation of the SELEDRI policy in Kubu Raya Regency are factors that can influence the success in the process of implementing and implementing the SELEDRI policy (Done in a Day) which has been formulated by Kubu Raya Regency. Factors influencing the implementation of the SELEDRI policy in Kubu Raya Regency are measured based which include: Communication, Resources, Disposition, Bureaucratic Structure, and Technology [8].

### **Location and Time of Research**

The location of this research is in Kubu Raya Regency, which is taken from sub-districts which consist of islands and are separated from the capital city of Kubu Raya and sub-districts which are on land which are far away and close to the capital city of Kubu Raya. The choice of this research location was determined deliberately taking into consideration the limited reach and breadth of the area coverage.

### **Population and Sample**

The population in this study was the entire community and people who gave birth at the Kubu Raya District health center. The sampling technique used is simple random sampling, namely drawing samples that are chosen randomly without any particular considerations. The sample in this study was taken 100.

### **Data Collection**

Data collection in research uses a questionnaire. A questionnaire is a data collection tool in the form of a list of questions that will be asked and filled in by respondents with the variables being studied. The respondents given this questionnaire were the audience respondents to find out the factors that influence the implementation of Seldri program policies in terms of disseminating public information. Data collection was carried out using a closed list of questions (questionnaire). The closed questionnaire is a list of questions used to obtain data about communication, human, disposition, and organization variables, technology, and the success of Sledri policy implementation. The method of delivering the questionnaire is that it is distributed directly to the public and if they do not understand, they will be accompanied by a researcher. The list of questions given is multiple choice or multiple choice where the answer to each question has been provided and the respondent just has to choose the most appropriate answer from the five answers available. Questionnaire analysis is carried out by providing a value from the questionnaire results based on ranking or Linkert Scale

### **Instrument Validity and Reliability Test**

#### **1) Validity Test**

$$r_{xy} = \frac{n(\sum xy) - (\sum x)(\sum y)}{\sqrt{[n\sum x^2 - (\sum x)^2][n\sum y^2 - (\sum y)^2]}}$$

Where :

$r_{xy}$  = correlation coefficient between item scores (x) and variable scores (y)

N = number of respondents tested

$\sum x$  = number of item scores

$\sum y$  = total variable score

$\sum x^2$  = sum of item scores (x) squared

The first step, distribute the questionnaire to respondents who have similar characteristics to the respondent. Second, create a tabulation table of answers and calculate the variable score from the item scores where the sum of the item scores is the variable score. Third, calculate the correlation coefficient using the person correlation method whose formula is: [16]

## 2) Reliability Test

Reliability tests are employed to demonstrate the degree of consistency in measurement results when the measurement is repeated multiple times. The reliability test for each questionnaire question was conducted using Cronbach's alpha technique ( $\alpha$ ) due to the utilization of a scale measuring method in the questions. The equation: (Sutrisno Hadi, 2004).

$$r_{11} = \left[ \left( \frac{k}{k-1} \right) \left( 1 - \frac{\sum \sigma_b^2}{\sigma_t^2} \right) \right]$$

Where :

$r_{11}$  = Instrument reliability

K = A question items

$\sigma_t^2$  = Total variance

$\sum \sigma_b^2$  = Number of item variants

## Data Analysis

### 1) Multiple Regression Analysis

Multiple regression analysis is employed to assess the impact of the independent variables on the dependent variable collectively. In this study, the equation for multiple regression is :

$$Y = a + b_1X_1 + b_2X_2$$

Information :

Y: Dependent/dependent variable

$X_1, X_2, \dots$  : Independent Variable

a: Constant

$b_1, b_2, \dots$  : Regression coefficient

To carry out hypothesis testing, a test is used, namely the F test: and then the formula is used:

$$F \text{ count} = J k (\text{regression}) / k$$

$Jk$  (Standard Error)/( $nk-1$ )

Information:

$k$  = research variable

$n$  = amount of data

Criteria used to carry out the F test

## 2) Simple Regression

Regression is used to determine the influence between the independent variable ( $X_1$ ) and the dependent variable ( $Y$ ). In this research, the regression equation is:

$$Y = a + bX$$

Information :

$Y$ : Dependent/dependent variable

$X$ : Independent Variable

$a$ : Constant

$b$  : Regression coefficient

To see whether this influence is significant or not, it is necessary to carry out a t-test with the formula:

$$t = \frac{r\sqrt{n-2}}{1-r^2}$$

With a significance level of 5% and degrees of freedom  $n - 1$ , the rejection criteria for the t-test are:  $H_0$  is accepted if:  $t_{table} < t_{count}$  or  $t_{count} > t_{table}$ , which means there is no significant influence between the independent variable and the dependent variable.  $H_0$  is rejected if:  $t_{table} \leq t_{count}$  or  $t_{table} > t_{count}$ , meaning there is a significant influence between the independent variable and the dependent variable. To process the data in this research all will use a computer program, namely SPSS 23.0 for Windows

## Discussion

### The Influence of Communication on SELEDRI Policy Implementation

The number of  $t_{count}$  is 5,832 and the value of  $t_{table}$  is 1.671 ( $t_{count} > t_{table}$ ). The probability value is 0.000 or less than 0.05, indicating that communication has a favorable influence on the execution of the SELEDRI policy. Therefore, the first hypothesis in this research is accepted. E-Government refers to the utilization of information technology to enhance communication between the government and other stakeholders, including inhabitants, entrepreneurs, and other agencies. The government use information technology to offer the public convenient ways to access information, aiming to enhance openness, accountability, and public participation. This allows it to serve as a tool for monitoring and evaluating government policies and operations. Introduce a fresh framework, known as the Human-Organization-Technology (HOT) Fit Model, which may be utilized to assess information systems. This paradigm places significant elements in an information system, specifically Human, Organization, and Communication Technology (Yusof et al, 2006).

### Influence of Resources on SELEDRI Policy Implementation

The  $t_{count}$  value is 2,117 and  $t_{table}$  is 1.671 ( $t_{count} > t_{table}$ ) while the probability value is 0.037 or less than 0.05, meaning that resources are proven to have a positive influence on the implementation of SELEDRI policy so that the second hypothesis in this research is accepted.

Human Organization Technology Fit (HOT Fit). The HOT Fit method is a successful model that can be used in assessing information systems proposed by (Yusof et al, 2006). This model was chosen because this model is complete in terms of the assessment carried out and best suits the existing problems compared to other models, where this model places three important parts, namely: Human, Organization, and Technology [11]. The HOT Fit method consists of 3 main components, namely humans assessing the information system in terms of system use, frequency and breadth of functions as well as information system investigation (Yusof et al , 2006).

#### **The Influence of Disposition on SELEDRI Policy Implementation**

The tcount value is 2.009 and ttable is 1.671 (tcount>ttable) while the probability value is 0.047 or smaller than 0.05, meaning that disposition is proven to have a positive influence on the implementation of SELEDRI policy so that the third hypothesis in this research is accepted.

Disposition ensures that the goals specified by policymakers and policy implementers remain consistent. An individual's perspective on their job is influenced by positive and negative encounters, as well as their aspirations for future encounters [15]. Policy implementation connects policy goals and their achievement with the outcomes of government actions. The goal of implementation is to create a network that enables government agencies to achieve public policy objectives by involving different interested parties (policy stakeholders)

#### **The Influence of Organizational Structure on SELEDRI Policy Implementation**

f The tcount value is 2,288 and ttable is 1.671 (tcount>ttable) while the probability value is 0.024 or less than 0.05, meaning that the organizational structure is proven to have a positive influence on the implementation of SELEDRI policy so that the fourth hypothesis in this research is accepted [17].

Organizations evaluate systems based on elements of organizational structure and organizational environment. Leadership, backing from upper management, and staff assistance are crucial components in assessing the effectiveness of the system. Meanwhile, the organizational environment includes sources of funding, governance, politics, competition, relationships between organizations, and communication. Thus, in the second part of the organization, criteria are established with evaluation indicators that encompass the structure and environment of the organization.

#### **The Influence of Technology on SELEDRI Policy Implementation**

One such area where technology plays a crucial role is in the cultivation and distribution of agricultural products, such as SELEDRI. The influence of technology on SELEDRI policy implementation is evident in the integration of advanced farming techniques, data-driven decision-making, and supply chain management. Technological advancements have revolutionized SELEDRI cultivation practices, leading to increased efficiency and productivity [1].

Precision farming techniques, enabled by sensors, drones, and automated machinery, allow farmers to monitor and manage SELEDRI crops with unprecedented precision. This not only improves crop yields but also enhances resource utilization, contributing to sustainable farming practices. As a result, policymakers are increasingly recognizing the need to support and regulate the integration of technology into agriculture, shaping SELEDRI policy implementation to align with these innovative practices. Paragraph 3: Data-driven decision-making has become a cornerstone in modern agricultural policy formulation and implementation.

## **4. Conclusion**

Based on the results of the discussion above, the conclusions in this research are:

1. Communication is proven to have a positive influence on SELEDRI policy implementation the first hypothesis in this research is accepted

2. Resources are proven to have a positive influence on the implementation of SELEDRI policies so that the second hypothesis in this research is accepted
3. Disposition is proven to have a positive influence on the implementation of SELEDRI policies so the third hypothesis in this research is accepted
4. Organizational structure is proven to have a positive influence on the implementation of SELEDRI policies so the fourth hypothesis in this research is accepted
5. Technology is proven to have a positive influence on the implementation of SELEDRI policies so the fifth hypothesis in this research is accepted

### Suggestions

Suggestions in this research include:

1. It is necessary to grant formal authority so that orders can be carried out effectively
2. Communication is concerned with how SELEDRI policies are communicated so that relationships and communication channels and interactions are good so that a policy can be implemented.
3. Standard Operating Procedures or a type of guideline for the implementation of the SELEDRI policy/implementation

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