

IMPLEMENTATION OF E-GOVERNMENT THROUGH THE TANGERANG GEMILANG APPLICATION FOR PUBLIC INFORMATION SERVICES IN TANGERANG REGENCY

Diwan Azka Purwananda

6670230001@untirta.ac.id

Study Program of Government Science, Faculty of Social and Political Sciences, Sultan Ageng Tirtayasa University,
Jl. Raya Palka KM. 3 Sindangsari, Kec. Pabuaran, Kab. Serang, Banten 42163

Submitted: XX-XX-XXXX, Revised: XX-XX-XXXX, Accepted: XX-XX-XXXX

Abstract

This study aims to explore the implementation of E-Government through the Tangerang Gemilang application in supporting public information services in Tangerang Regency. A descriptive qualitative approach was used to analyze the application's impact on accessibility, transparency, and public participation in public services. Data were collected through in-depth interviews with application users and government officials, as well as related document reviews. The findings indicate that the application helps improve information access and enhances government transparency, although challenges such as limited digital infrastructure and low technological literacy among the public remain significant. Moreover, public participation in decision-making processes through the application is still relatively low. This study recommends strengthening internet infrastructure, improving digital literacy, and developing interactive features to support public engagement. The study provides new insights for the development of E-Government in other regions of Indonesia.

Keywords: E-Government; Tangerang Gemilang Application; Public Information Services

INTRODUCTION

The implementation of information and communication technology (ICT) in public administration, commonly known as E-Government, has become a crucial solution for improving the quality of public services in the digital era. As technology continues to advance, governments worldwide are integrating digital systems into their administrative processes to enhance efficiency, transparency, and public participation in decision-making. In Indonesia, one example of E-Government implementation is the Tangerang Gemilang application, which aims to facilitate public access to information that is more transparent, fast, and accurate.

Although E-Government has great potential to improve public services, its implementation at the regional level faces several challenges, such as limited infrastructure, low digital literacy rates, and inadequate public participation in policymaking processes (Heeks, 2006; Gil-Garcia, 2008). Responding to the development of digital technology, the Tangerang Regency Government launched the Tangerang Gemilang application to optimize public information services. This application is expected to enhance government transparency, simplify public access to information on policies and administrative services, and increase public participation in decision-making processes.



With features enabling the public to access information related to local regulations, government policies, and other administrative services, this application aims to facilitate and accelerate the interaction process between the government and the community. However, despite its implementation, challenges related to infrastructure readiness, low digital literacy, and limited public participation remain issues that require greater attention.

This research aims to evaluate the implementation of the Tangerang Gemilang application in improving the quality of public information services and government transparency. The study will assess the extent to which the application has succeeded in achieving these objectives and identify the challenges faced during its implementation. Furthermore, this research will explore the factors influencing the effectiveness of the application's use in Tangerang Regency.

METHOD

This study employed a descriptive qualitative approach to explore the implementation of the Tangerang Gemilang application in supporting public information services in Tangerang Regency. This approach was chosen because it allows for an in-depth exploration of data to understand phenomena in detail, particularly regarding public experiences, implementation challenges, and the application's effectiveness in enhancing transparency and accessibility of public information.

The descriptive qualitative research design aims to provide a comprehensive overview of the implementation of the Tangerang Gemilang application from the perspectives of users and relevant stakeholders. This study focuses on collecting narrative data through in-depth interviews, direct observation, and document analysis. This design enables researchers to contextually understand how the application is received by the public and identify the barriers and opportunities in its implementation.

The study is based on the framework developed by Heeks (2006) regarding E-Government implementation, which includes key factors such as technological infrastructure, public participation, and information quality. In this research context, the Tangerang Gemilang application was selected as the primary object due to its relevance and potential to support public information services at the regional level.

The research subjects consisted of two main groups: the general public who use the application to access public information, and government employees responsible for managing the application. Subjects were purposively selected to ensure diversity in experiences and perspectives related to the application. The primary instruments used in this research were semi-structured interview guides and observation sheets. The interview guide was designed to explore four main themes:

Application Accessibility: Public perceptions of ease of use. **Information Quality:** Assessment of the accuracy, timeliness, and relevance of the information available on the application. **Government Transparency:** User perceptions of the openness of information facilitated by the application. **Public Participation:** The level of public involvement in decision-making through features provided by the application. The observation sheet was used to record user interactions with the application, including menu navigation, information completeness, and technical obstacles encountered. It also documented technical conditions such as application speed and ease of access in various locations.



Data were collected through three methods: interviews, direct observation, and document analysis. Interviews focused on informants' experiences, their perceptions of the application's benefits, and challenges encountered during its use. Observations were conducted to understand how the public uses the Tangerang Gemilang application in real-life situations. Researchers recorded both technical and non-technical obstacles experienced by users, such as navigation difficulties or internet network issues.

The documents analyzed included application usage reports, technical guidelines, and policies related to E-Government in Tangerang Regency. This analysis aimed to gather supporting information about the objectives, achievements, and challenges in the application's implementation.

Data were transcribed to identify key themes, such as accessibility, transparency, and public participation. These themes were then analyzed in depth to understand the relationships between the findings and the implementation context of the Tangerang Gemilang application.

RESULTS AND DISCUSSION

This study analyzed the implementation of the Tangerang Gemilang application using a descriptive qualitative approach to understand how it contributes to improving public information services and government transparency in Tangerang Regency. The results reveal several key findings, including information accessibility, policy transparency, and public engagement.

Interviews with application users indicated that the Tangerang Gemilang application has helped the public access public information more quickly and easily. Information on local regulations, administrative services, and government policies has become more transparent and structured. However, there are challenges related to digital access disparities, particularly in areas with inadequate internet infrastructure. These disparities pose a significant challenge for the Tangerang Regency Government in ensuring equitable application benefits across all regions.

The Tangerang Gemilang application simplifies public access to various types of information related to government policies, administrative services, and official announcements. Information that was previously difficult to access can now be quickly found through the application's simple and user-friendly interface. However, this accessibility is not evenly distributed across all areas of Tangerang Regency.

Table 1: Findings on Public Information Accessibility via the Tangerang Gemilang Application

Dimension	Key Findings	Implications
Ease of Navigation	Simple and user-friendly application interface	Facilitates public access to information
Availability of Information	Comprehensive policy and administrative service information	Enhances government transparency

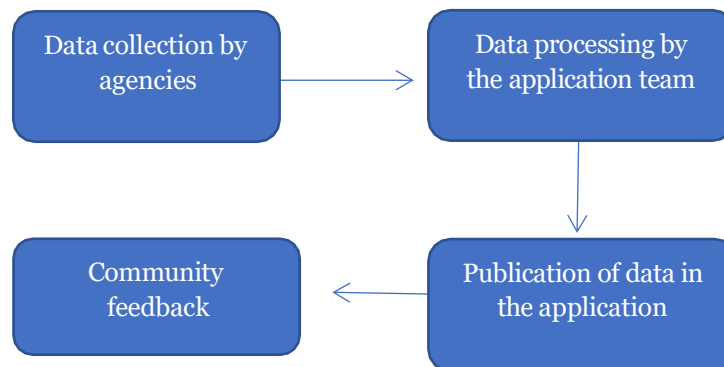


Infrastructure Barriers	Limited internet networks in rural areas	Restricts access for communities in remote areas
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The analysis of findings shows that infrastructure challenges, such as limited internet access in rural areas, are major obstacles to equal access. This indicates the need for investment in internet network development to support the application’s sustainability.

The implementation of the Tangerang Gemilang application has shown improvements in government transparency through the provision of more open and structured public information. Policies, financial reports, and other administrative data can now be easily accessed by the public. However, the lack of human resources for managing application content remains a significant constraint, often resulting in delays in information updates.

Figure 1: Information Flow Diagram in the Tangerang Gemilang Application



The diagram illustrates the process of delivering information through the application, from data collection to publication for the public. Limitations in updating information reduce public trust in the application and the government. Therefore, strengthening the content management team is necessary to ensure the availability of accurate and up-to-date information.

One of the main objectives of this application is to encourage public participation in policy-making processes. However, this study found that participatory features, such as providing feedback and public consultations, are still rarely used. Most users only utilize the application to access information without contributing to public discussions. The low level of participation is attributed to a lack of digital literacy and insufficient socialization about the application’s features.

Table 2: Levels of Public Participation through the Tangerang Gemilang Application

Participation Indicator	Key Findings	Recommendations
Providing Feedback	Low usage of this feature	Educate the public on the importance of active participation



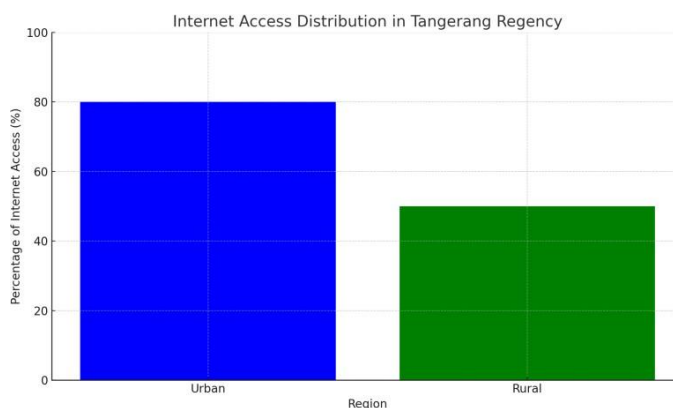
Attending Public Consultations	Low participation rates	Develop interactive features such as polling or discussion forums
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The lack of awareness regarding the importance of public participation in digital governance poses a challenge that must be addressed through education programs and feature socialization campaigns.

From a transparency perspective, the Tangerang Gemilang application is considered successful in supporting more open governance. However, public participation in decision-making through the application remains low. Only a small portion of users engage in public consultations or provide feedback via the provided features. This highlights the need for the development of interactive features, such as discussion forums or policy polls, to encourage broader public involvement.

In addition, digital infrastructure challenges remain one of the biggest obstacles in the implementation of the Tangerang Gemilang application. Rural areas with unstable internet networks face difficulties accessing the application. Observations revealed that most users in rural areas reported slow internet connections, hindering their ability to effectively use the application.

Figure 2: Distribution of Internet Access in Tangerang Regency



The figure illustrates the disparity in internet access between urban and rural areas, with rural areas having significantly lower access. This inequality underscores the need for local governments to expand internet networks to underserved areas. Collaborations with internet service providers and investments in digital infrastructure can be effective solutions.

This study also found that the quality of information provided by the Tangerang Gemilang application affects public perceptions of government transparency. Although the available information is relatively comprehensive, delays in data updates are a significant problem. Some users reported that the information they accessed was outdated or inaccurate. This highlights the importance of better content management.



These findings align with the study by Aydin & Genc (2020), which states that while E-Government can facilitate information access, its impact on increasing public participation in decision-making remains limited. The study revealed that users feel they are not directly involved in the decision-making process, which is linked to the lack of interactive mechanisms within the application to enable active participation. Therefore, it is recommended that the Tangerang Gemilang application develop deeper interactive features, such as discussion forums or polls related to public policies.

Although the application provides a space for public participation, such as feedback features, community engagement levels remain low. Many users stated they were unaware of how to provide effective input through the application. This indicates the need for broader digital education programs to help the public understand the importance of actively participating in public policies through digital platforms. Additional features like discussion forums or policy polls could be a solution to enhance interactive public engagement.

Citations and References

The implementation of E-Government in the context of regional governance in Indonesia is highly relevant. Nugroho et al. (2015) explain that the application of E-Government in Indonesia often faces various challenges, including infrastructure issues, the readiness of local governments, and the level of technology adoption among the public. On the other hand, as noted by Heeks (2006), E-Government is expected to improve the quality of public services, enhance government transparency, and reduce the potential for corruption. E-Government applications, such as the one developed in Tangerang Regency, have the potential to create more efficient administrative systems where information is easier to access and more open to the public.

However, despite this great potential, the implementation of E-Government in Indonesia faces significant challenges. Gil-Garcia (2008) highlights that while E-Government can accelerate changes in public administration, infrastructure barriers and resistance from government employees and the public are major obstacles to its implementation. Local governments face numerous problems in implementing E-Government applications, including the lack of adequate internet networks, low levels of digital literacy among the public, and insufficient public involvement in decision-making processes that involve digital technology. This is particularly relevant in the context of Tangerang Regency, where some areas still experience difficulties with stable internet access, affecting the effectiveness of the Tangerang Gemilang application's use.

In addition, as Purnomo and Hadi (2019) point out, the quality of information provided by E-Government applications is crucial to fostering transparent and accountable governance. In this regard, the Tangerang Gemilang application is expected to provide accurate, up-to-date, and easily understandable information to the public. However, despite the importance of information quality in this application, there are still obstacles in ensuring the timely and accurate updating of information. These challenges often stem from issues in content management and the speed of data updates by government agencies.

For example, while the Tangerang Gemilang application allows the public to access various public information services, a major challenge lies in accessibility. According to Setiawan and Agustina (2017), the effective development of E-Government relies heavily on adequate infrastructure. Consequently, uneven internet network distribution in Tangerang



Regency poses a significant barrier to ensuring that all community segments can access the public information services provided by this application. This also impacts the level of digital literacy among the public, which is a key factor in the successful adoption of E-Government (West, 2004). Without adequate infrastructure and training for the community, the adoption of this technology will be limited to certain segments of the population, while others remain isolated from the benefits of the application.

On the other hand, aside from infrastructure and digital literacy challenges, the implementation of the Tangerang Gemilang application must also consider public engagement in decision-making. Effective E-Government implementation aims not only to improve information access but also to encourage active public participation in policymaking and public services (Bannister & Connolly, 2012). Therefore, the Tangerang Gemilang application needs to be equipped with features that enable the public to provide feedback and participate in discussions about public policies. Without active public participation, although transparency may improve, optimal public engagement in governance will not be achieved.

Overall, the objective of this study is to evaluate the extent to which the Tangerang Gemilang application can improve the quality of public information services in Tangerang Regency, as well as to identify challenges and policy recommendations to enhance the effectiveness of this application. Thus, this research is not only relevant to Tangerang Regency but also to other regional governments that are developing and implementing E-Government application systems to improve the quality of public services in the digital era.

CONCLUSION

This study concludes that the implementation of the Tangerang Gemilang application in Tangerang Regency has made a positive contribution to improving public information services and government transparency, despite facing several challenges. Overall, the application has successfully facilitated public access to information on government policies, local regulations, and administrative services. However, the accessibility of the Tangerang Gemilang application is still hindered by digital access disparities experienced by communities in areas with limited internet infrastructure. This indicates that unequal infrastructure remains a major obstacle to ensuring the application's utilization across all societal layers. Additionally, low digital literacy among certain groups further hampers optimal use of the application.

From the perspective of transparency, the Tangerang Gemilang application has been deemed successful in supporting more open governance. However, public participation in decision-making through the application remains low. Only a small portion of users participate in public consultations or provide feedback via the available features. This highlights the need to develop interactive features, such as discussion forums or policy polls, to encourage broader public involvement.

The findings of this study have significant implications for the development of E-Government in Indonesia. Adequate digital infrastructure and public digital literacy should be a top priority for local governments. Additionally, improved content management strategies are required to maintain the quality of information available in the application. Other identified challenges include resistance to new technology, insufficient digital education for the public, and technical limitations, such as navigation barriers within the application. These challenges need to be addressed through a holistic approach that includes



improving technological infrastructure, enhancing digital education, and fostering collaboration between the government, private sector, and non-governmental organizations.

Therefore, while the Tangerang Gemilang application holds great potential to promote more efficient and open governance, optimizing its usage requires strategic measures to overcome existing challenges. The Tangerang Regency Government is advised to improve digital infrastructure, enhance technological literacy among the public, strengthen content management, and develop participatory features to encourage public involvement in decision-making processes. By taking these steps, the Tangerang Gemilang application can serve as a model for successful E-Government implementation at the regional level, which can be adapted for use in other areas of Indonesia.

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