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## Application of Local Culture-Based E-Government in Licensing Services in Biak Numfor Regency

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### Abstract

*E-government is a concept that refers to the use of digital technology to support government activities, improve administrative efficiency, and improve the quality of public services. This study aims to examine the application of local culture-based e-government in licensing services in Biak Numfor district. The approach used in this study is qualitative. The data collection technique was carried out through observation, interviews and documentation studies. The informants in the study were employees at the Biak Numfor district licensing service office and were selected based on purposive sampling. The data analysis used in this study is qualitative data analysis. As for obtaining the validity of the data, triangulation is carried out. The implementation of the Papuan local culture-based e-government model ensures that this model not only creates a new breakthrough in licensing services in Biak Numfor district but also becomes a tool to encourage service sustainability and ensure that indigenous Papuans feel valued in the service process and become an integral part of this process.*

**Keywords:** E-Government, Papuan Local Culture, Licensing Services.

### INTRODUCTION

In carrying out public services, the government establishes an implementing organization. Each organizing institution, corporation, independent institution formed based on the Law for public service activities, and other legal entities formed solely for public service activities are organizing organizations. Effective public services provided to the community should be carried out with full attention and fulfill the principles of service which is the essence of public service. Improvement of public services is

expected to be able to generate positive views from both the public as service users and the apparatus as service providers. Public service is every activity carried out by the government to serve human needs and provide satisfaction to its citizens. This service activity is organized by the government, both the central, provincial and district/city governments according to the level and type of their respective services.

In line with bureaucratic reform in Indonesia, it is expected to be able to improve public services and be able to help the process of delivering services more effectively to the community. Among the main roles of public services is to help people meet their interests and needs (Afifah, I., & Sopiany, 2017). Furthermore, overall the implementation of public services is the responsibility of the government, the state has an obligation to serve every community in order to meet their basic needs within the scope of public services which is the mandate of the Constitution of the Republic of Indonesia. Furthermore, more deeply the government in preparing the vision and mission of information technology policies, looking more at the equity factor (making information technology to improve the quality of services for public use)". Public services must be oriented to public interests and values, therefore public servants must be participatory and empowering, economical, socially just, accountable and transparent. Public services must always change with the times, this is because the condition of society is dynamic. The implementation of public services in Indonesia is generally carried out through direct contact between public service providers and the service user community, where the service is synonymous with long queues and even causes administrative malls. Furthermore, the transformation process in public services is very necessary, in addition to answering increasingly sophisticated and global challenges and demands, services must be carried out quickly, precisely, easily and safely. The demand for a fast and appropriate government encourages the government to utilize internet technology as one of the media that is currently developing very rapidly (Suluh et al., 2022). Public services are carried out in a series of integrated activities that are fast and affordable (Umi, 2020).

E-Government refers to the use of information technology by government agencies that have the ability to change relationships with citizens, businesses, and other units of the government (Irawan, 2018). Furthermore, e-government is the use of the internet to carry out government affairs and the provision of better public services and a service-oriented way to the community (Musaad, 2020). In addition, Electronic Government (E-Gov)-based services have helped public services and accelerated manual work effectively and efficiently (Novriando & Purnomo, 2020).

Biak Numfor Regency is one of the regions in Papua Province that has a unique local cultural wealth. As a developing region, Biak Numfor faces challenges in providing efficient public services, especially in terms of licensing. Licensing services, which often involve complex procedures and convoluted bureaucracy, are the main problems that affect local government performance and community satisfaction.

## RESEARCH METHODS

The type of research used in this study is descriptive. The approach used in this study is qualitative. The data collection technique was carried out through observation, interviews and documentation studies. The informants in the study were employees at the Biak Numfor district licensing service office and were selected based on purposive sampling. The data analysis used in this study is qualitative data analysis. As for obtaining the validity of the data, triangulation is carried out.

## RESULTS AND DISCUSSION

Based on the results of observations in the field, it can be seen that the implementation of e-government in licensing services at the Biak Numfor Regency Investment and One-Stop Integrated

Services Office (DPMPSTP) is carried out through an online submission system known as Online Single Submission (OSS). Online Single Submission (OSS) is a platform or system that allows permit applicants to apply for permits electronically via the internet. With this system, applicants can fill out the application form, attach the necessary documents, and make payments online through the portal provided. Through the Online Submission System, permit applicants no longer need to physically come to the DPMPSTP office to apply for a permit. They can access this system from anywhere, anytime, as long as they are connected to the internet. This provides convenience and comfort in the licensing application process.

Another advantage of licensing services through Online Single Submission (OSS) is the ease of tracking and monitoring the status of applications. Applicants can see the progress of their application, including the stages that have been passed, the requirements that have not been met, and the estimated date of issuance of the permit. In addition, this system also increases transparency in licensing services. Information regarding licensing requirements, processes, and related policies can be accessed by applicants clearly and openly. This allows the applicant to understand the requirements that must be met and prepare the documents better.

The implementation of Online Single Submission (OSS) in licensing services at DPMPSTP Biak Numfor Regency not only simplifies the licensing process, but also improves efficiency and service quality. The use of technology in this system can reduce human error, speed up the verification process, and improve data accuracy. Overall, licensing services through Online Single Submission (OSS) provide significant benefits for permit applicants, local governments, and the community in general. This is a progressive step in implementing e-government and improving public services in Biak Numfor Regency.

Based on the general picture and reality in the field, information was obtained that so far the e-government services applied to the Investment Office and One-Stop Integrated Services of Biak Numfor district have always referred to the central government. The OSS system is a system that integrates all business licensing services that are under the authority of ministers/heads of institutions, governors, or regents/mayors which are carried out electronically. The types of business licenses regulated in laws and regulations are grouped into two, namely business licenses and commercial or operational licenses. The Online Single Submission (OSS) registration flow is:

1. Business actors register for business activities by accessing the OSS page.
2. The Business License Identification Number (NIB) is issued after the business actor registers through filling in data that is the business identity and is used by the business actor to obtain a business license and commercial or operational permit, including for fulfilling the requirements of a business license and commercial or operational permit.
3. Business actors who have obtained NIB and are registered as participants in health social security and employment social security and have obtained RPTKA ratification in the event that business actors will employ foreign workers and get information about the fiscal facilities that will be obtained.

From the explanation above, it can be said that Online Single Submission (OSS) is an innovation from the government to encourage the public to participate in growing the national economic business world, by simplifying business license registration and OSS itself is an independent program that can be accessed anytime and anywhere.

The DPMPTSP has tried to serve the community as citizens, not as customers. Based on the results of observations, the DPMPTSP of Biak Numfor district already has an Online Single Submission (OSS) service which is an online integrated licensing service. This application was created to provide convenience and speed of licensing for the community. Through this Online Single Submission (OSS) application, perpetrators will get permission anytime and anywhere online so that they do not need to queue for a long time at the service counter. Based on the results of observations, it is known that there are no longer long queues at the registration counter of the DPMPTSP of Biak Numfor district because they have switched to Online Single Submission (OSS)-based services, but there are still many people who do not know how to use the online-based service.

Based on the results of the research conducted, information was obtained that the model of implementing e-government in the licensing services of the Investment Office and the One-Stop Integrated Service of Biak Numfor district so far has been an Online Single Submission (OSS)-based service. Services based on the Online Single Submission (OSS) Application include the implementation of e-government to citizen (G-To-C).

Furthermore, based on the description above, the researcher formulated a model that is recommended to be carried out at the Investment and One-Stop Integrated Service Office of Biak Numfor district so that the licensing e-government services carried out become more effective. The researcher formulated a model that is recommended to be carried out in the implementation of e-government in licensing services at the Investment and One-Stop Integrated Services Office of Biak Numfor district, namely the integrated model of implementing e-government based on local Papuan culture. This model proposes that including local values in the implementation of e-government can make it easier for people to accept the implementation of e-government, helping to create public support for e-government services, people who see that local values are respected in the implementation of e-government are more likely to accept and actively participate in e-government services.

The implementation of the e-government model based on Papuan local culture ensures that this model not only creates a new breakthrough in licensing services in Biak Numfor district but also becomes a tool to encourage service sustainability and ensure that the indigenous Papuan community feels valued in the service process and become an integral part of this process. By facilitating the access of indigenous Papuans to the licensing process and online support, the implementation of the e-government model based on Papuan local culture can increase the effectiveness of licensing services.

The efforts that can be made in the application of this model are as follows;

#### **a. Adaptation of services based on local perception**

This model proposes the use of technology to improve service efficiency, but still within the boundaries respected by local culture. An online portal or licensing application can be designed

with elements of Papuan culture to make it more relevant to the local community. The use of Papuan cultural symbols, the use of the local language of Papua in online portals or licensing applications can make it easy for people to accept the use of technology and provide a more in-depth and meaningful experience for the people of Papua.

Service adaptation based on local perceptions is an effective strategy in respecting culture. By understanding the culture and expectations of the local community, DPMPTSP can design a service process that is easier to understand and relevant. The use of local identities or cultural symbols also helps revive local identities in the context of licensing services, providing a sense of ownership and strengthening community attachment to the service process.

In the current era of regional autonomy, the values of local wisdom can be combined with advances in information technology that aim to realize quality public services. In addition to applying information technology, public services for the community need to be followed by local wisdom values that are the identity of the Indonesian nation (Hardiyansyah & Kasisariah, 2022: 66). Furthermore, local regional culture must be developed in the context of political empowerment in building a more reliable bureaucracy in providing services in their respective regions while still referring to the norms agreed upon in the Indonesian context. Therefore, the government should understand the local culture, customary habits of the local community, including how to make compromises or good deliberations in order to produce a policy which in modern language is called a local community-based policy (Akhiruddin, 2020: 303).

Local wisdom and local cultural values can be an inspiration and principle in the government bureaucracy. Bureaucratic reform is directed to create a clean, competent and serving bureaucracy and includes two things, namely structural reform and cultural reform. Therefore, it can be the basis of common political interests so that it is able to promote culture in the bureaucracy (Wiryanan et al., 2020; 90). Furthermore, the identity of a nation is an important part of distinguishing a nation from other nations. Identity formation can be done through cultural preservation which is applied through the process of physical and mental development. Identity is attached to the cultural values contained in a collective group. Therefore, the success of a development in order to become the identity of a region requires cooperation between interest sectors to realize it (Perbawasari et al., 2019: 24).

Local culture is the key to the success of the implementation of e-government because it can influence the change in mindset of the community and also employees in the implementation of e-government. Local culture that lives in the community is an important factor that affects people's perception of information technology so that it influences the community's ability to use e-government in a region.

#### **b. Education for the community**

The Biak Numfor District Investment and One-Stop Integrated Services Office needs to educate and raise awareness to the public so that the public can adjust and accept online services. This will help in service to the community. According to Dharmanu (2017: 1) public services are an important part of public organizations, especially in the context of the bureaucracy which is the executor of the government, so the bureaucracy must be able to maintain and build a good relationship between the community and the state.

The means for the community to realize needs and satisfaction in



public services are public organizations which in public administration terms are known as government and private forms. Therefore, to satisfy the public in this public service, it is mandatory to have tested standards and quality so that there is no public disappointment in the use of public services. Furthermore, public disappointment does not always come from the services provided by service providers but can also come from public awareness of their rights and obligations (Syam et al., 2022: 43). Furthermore, in the process of implementing e-government services, it must be accompanied by socialization to the community as well as providing education that the services provided by the government can be reached by them without having to come directly to the relevant offices.

The most important aspect of the development of e-government is the large number of sectors involved and interacting with each other that aim to improve the policy-making process by increasing opportunities for participation. Community participation itself is highly expected in the implementation of e-government, the participation carried out by the community is intended to find out the benefits obtained by the community and the extent of the success of the implementation of e-government (Oktavya, 2015: 1442). The dilemma is when e-government is intensively developed by the government as a public service solution, but the community as the beneficiaries of the service does not understand the intent of the policy, so community activities as service users are very important in efforts to optimize the e-government program so it is important to make educational efforts on the use of e-government in the community. Furthermore, according to Wicaksono, (2018: 88) several advantages of providing education to the public regarding e-government services, namely: 1) Increased public knowledge of e-government service products, 2) Increased internet use and public access interest in the e-government service system.

### **c. HR training for employees**

In order to provide good, effective service and the ability to manage complex situations, technical skills and soft skills are needed for employees, because it is very important to have training and development of human resources at the Investment and One-Stop Integrated Service Office of Biak Numfor district.

According to Pramono (2022: 13), one of the factors that determine the success of public transformation is resources that have the ability, knowledge, skills, and willingness to accept change. Furthermore, improving the quality of human resources of government apparatus is an absolute thing to do, improving the quality of human resources, among others, through education, training, and development which is carried out in stages and periodically according to needs. Quality improvement is carried out so that the services provided by employees can be carried out in accordance with their duties and functions properly. In addition, the dynamics of services that occur in the society are increasing, the demand for excellent service from time to time is also increasing, so that the quality of satisfactory service for the community is used as a reference for the performance of government agencies (Asri, 2015: 663).

Furthermore, the main driving force in an organization or government bureaucracy is human resources, therefore every organization has the task of increasing the potential of their human resources. One of the ways that organizations do in order to increase the potential of human resources is by developing human resource capacity. Human resource capacity development is

basically related to the provision of a trained workforce to improve the skills and knowledge needed by the community to obtain effective, efficient, and accountable services (Pascoela Noronha Martins, 2023: 77).

Human resources play an important role in carrying out agency activities compared to other assets, because human resources are the main pillar of driving the organization's wheels in achieving success. It should be understood that the existence of human resources is very important in today's global era and one of the efforts that must be achieved by an organization today is to improve the quality of human resources. An aspect that supports the success of employees in achieving success in service in government is through employee development, namely by conducting education and training. The purpose of employee development is to achieve organizational success by creating professional employees who can carry out the tasks given well. Education and training are interrelated and have a great influence on the improvement of employees (Kumaat & Dotulong, 2015: 331).

The importance of human resources in public services carried out by the bureaucracy requires every agency to get qualified and productive employees to provide services. Human resources are a very central factor in bureaucracy, regardless of its form and purpose, organizations are created based on various visions for the common good (Roosje Kalangi, 2015: 1). Furthermore, the success of an organization is determined by the ability of the organization, including government agencies, to think strategically how to survive in changing environmental conditions and various factors that can affect the performance of the organization such as education, training and innovation factors. This can become competition because it is caused by increasingly sophisticated technological advances and the emergence of new organizations that make competition increasingly global (Kumaat & Dotulong, 2015: 331).

The back and forth of organizations/agencies also depends on the creativity possessed by human resources. Employees who have competence can create innovative thinking. Competence is the knowledge that exists in a person in the form of skills, expertise and attitudes that create a new idea. The key to overcoming these changes is the existence of an innovation or innovative thinking owned by each agency that plays a very important role in the progress of the organization (Kumaat & Dotulong, 2015: 332).

The development and capacity building of human resources, especially government apparatus, both as developers, managers and users of electronic government (e-government) is a factor that also determines and even becomes the key to the success of the implementation and development of electronic government (e-government). For this reason, it is necessary to make efforts to increase the capacity of human resources and structuring in utilization, with careful and comprehensive planning according to needs, and its implementation is carried out gradually and sustainably (Oktavya, 2015: 1443).

Organizing trainings for those who want or are interested in knowing more about the concept and application of e-government. The purpose of the training, in addition to increasing knowledge insights, is to provide new competencies and expertise, so that this training is not only intended for employees at the lower level/mere staff, but also for leaders and senior managers in the government. The readiness of human resources in the implementation of public

services who will be the main players or subjects in the e-government initiative are basically human beings who work in government institutions, so that their level of competence and expertise will greatly affect the performance of the implementation of e-government. The higher the level of information technology literacy of human resources in the government, the more prepared they are in implementing the concept of e-government. Furthermore, if the quality of human resources is still low, no matter how sophisticated the application is made, but if the operator still stutters technology, the service will still run less efficiently in terms of time and service quality.

Furthermore, in order for the implementation of local culture-based e-government to be successful, DPMPSTSP employees need to undergo Papuan cultural training. With the training, they will better understand local values, how to communicate appropriately and how to serve effectively with the local community.

## CONCLUSION

The model of implementing E-government based on local Papuan culture in licensing services at the Investment Office and One-Stop Integrated Services of Biak Numfor Regency is a model recommended by researchers. The researcher formulated a model that is recommended to be carried out at the Investment and One-Stop Integrated Service Office of Biak Numfor district so that the e-government services carried out are effective and better.

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