CHAPTER TWO

RESEARCH DESCRIPTION

This chapter will discussed about the research objectives in general. This chapter will divide into two sub-chapters. The first sub-chapter will talk about general description behind the e-government establishment in Republic of Korea. The second sub-chapters will generally talk about the e general description behind the e-government establishment in Indonesia.

2.1. E-Government in Republic of Korea

Republic of Korea which is also known as ROK is a country with 100.210 square kilometers areas and consists of 51.25 million people in 2016. Divided into 1 (one) special region (Seoul), 6 (six) metropolitan cities (Busan, Daegu, Incheon, Gwangju, Daejon, and Ulsan), and 9 (nine) provinces (Gyeonggi, Gangwon, North Chungcheong, South Chungcheong, North Jeolla, South Jeolla, North Gyeongsang, South Gyeongsang). ROK has experienced a long period of colonization and were born under the conditions of cold war between two countries. The conditions make ROK faces several fundamental issues in its processed in establishing the nationhood, such as; build political institutions, economic development, government administration systems, and etc. ROK faces a financial crisis as the others countries has in the beginning of establishing the nationhood. However, ROK government works fast in solving the problems that occurs. As the results, ROK able to recovered from the Asian Monetary Crisis

1977 within less than 5 years. Not only in economical aspect, ROK government able to develop its governmental system, administration, public policy, and public services delivery.

Picture 2.1.1. Republic of Korea Administrative Map

Source: One World – Nations Online (One World - Nations Online, 2017)

In 1986, right after the government was established, ROK for the first time introduced e-government to the public by enacted Act on Promotion of Information and Communication Network Utilization and Information. ROK use e-government in aims to strengthening the nations by enhances the relations either between the government institutions or between the government to the public and businesses. ROK sees e-government as a tool to combats corruptions, collusion, and nepotism. On 1988, ROK government guaranteed its citizens to be able to access all of the information of any government institution and other entities

activities by enacting The Public Agencies regulation in 1988. To support this program, ROK joined G20 which was established on 1999 and establishing the Korea Independent Commission Against Corruption on 2002.

By holding to the transparency value, ROK government work hard in ensuring that every level of its people are able to access the government facilities, in this case is e-government or ICT. ROK is one of the biggest countries that have wires all over the land which means all regions or areas in ROK received the same access easily from any places in ROK. ROK held a Foundation Assemble and established “Association of Information Telecommunication Promotion” on 1987 and launched “Information and Society” as a monthly magazine in the end of 1987. Followed by the establishment of “Korea Database Agency” by Constitution Commission on 1994 and designed as a Statistic Organization by the Korea National Statistical Office on 1995. Additionally, on 2000 ROK established and affiliate organization called as “Korea IT Human Resources Development Center (IHD)” in which renamed as “Korea Association of Information and Telecommunication” in the mid of 2001 (Korea Association for ICT Promotion, 2017).

On the Act on Promotion of Information and Communications Network Utilization and Information Protection No. 13520/2015 Article No. 2, Amended by Act No. 7139/2004; Act No. 8289/2007; Act No. 8778/2007; Act No. 9119/2008; Act No. 10166/2010; Act No. 12681/2014; Act No. 13343/2015, defines the term of information and communication network as an information and communication system in collecting, processing, storing, searching,

transmitting or receiving information by using telecommunications facilities and equipment (National Law Information Center, 2015).

The preparation of policy of utilization of information and communications networks and protection of information is regulated in article No. 4, Amended by Act No.10465/2011; Act No. 11690/2013, in which The Minister of Science, ICT and Future Planning (MSIP) or the Korea Communications Commission shall prepare the policies as a foundation for an information society through the promotion of utilization of information and communication networks, the stable management and operational of any networks, the protection of personal information of the users, or other related activities.

The article also pointed out several descriptions that need to be included in the implementation of the policy as development and dissemination of technology related to the information and communication networks, standardization of information and communications networks, promotion of the use of information and communications network, facilitation of sharing information through information and communication networks (ICT), promotion of use of Internet, protection of any personal data of the users, protection of juvenile in information and communication networks, enhancement of safety and reliability of information and communications networks, and other matters necessary for the promotion of utilization of information and communication networks, the protection of information, or other related matters (National Law Information Center, 2015).

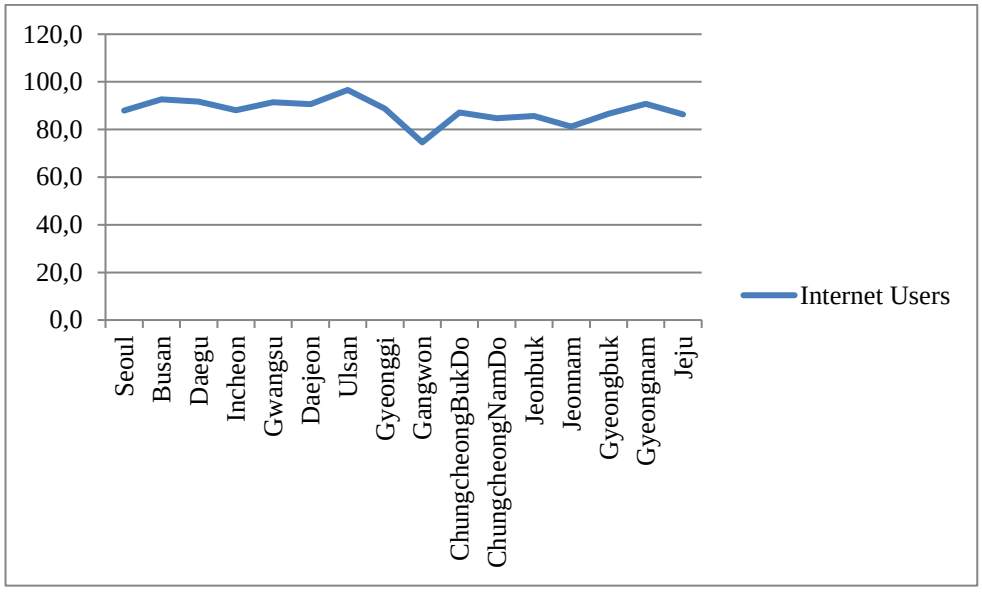
In the Act on the Development of Cloud Computing and Protection of Its Users No. 13234/2015, Chapter II Article No. 5 about the Formulation of Master Plans and Implementation Plans stated that MSIP shall collect plans, policies, and etc. formulated by central administrative agencies related to the promotion of development and use if could computing and the users protections. In aims to assistance in establishment of integrated information and communications facilities based on cloud computing technologies the central administrative and local government may provide administrative, financial, technical assistance to persons who intend to establish information and communication facilities integrated by using the technologies as explained in Chapter II Article No. 17 of Act No. 132334/2015 (National Law Information Center, 2016a).

The central and the local government needs to accomplish several objectives in order to fulfill public responsibility based on the public benefit and public nature of broadcasting communications as what have written in the Framework Act on Broadcasting Communications Development No. 13581/2015 as enhancement of public welfare, balanced development between regions, formation of communities through broadcasting communications, promotion of a sound culture for broadcasting communications and creation of a proper environment for the use of information and communications technologies, encouragement of the development of technologies and services of an environment for fair competition, prevention of alienation of social minorities or the socially marginalized, promoting pluralism and diversity of the media, and formulation the

implementation of policies on broadcasting communications through transparency on open decision-making (National Law Information Center, 2016).

As the result, all of area in ROK are able to accesses any of government information or receive their right of public services throughout using the information and communication technologies (ICT).

Figure 2.1.1. Utilization of ICT at ROK in 2016



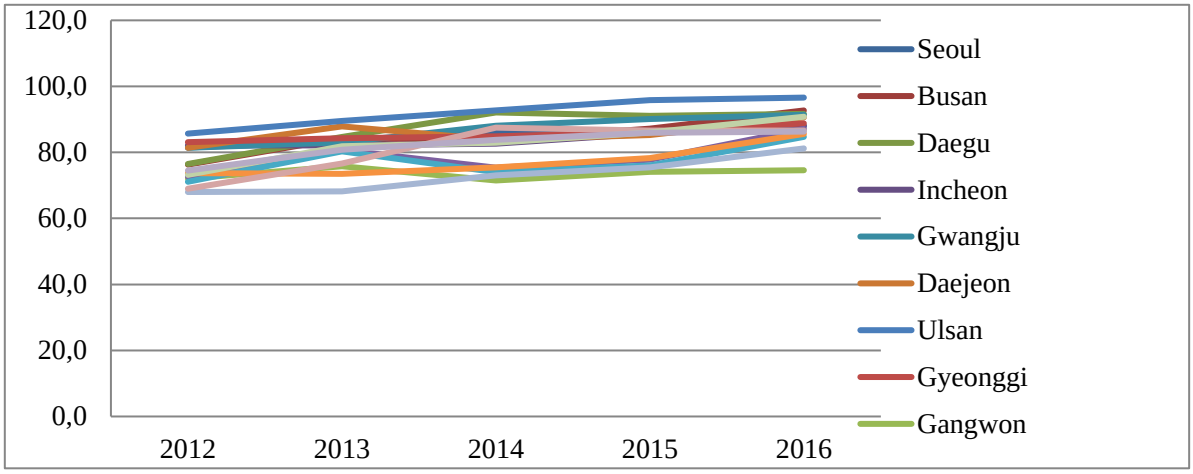
Source: ITSTAT-파일 (IT Stastistic of Korea, 2016b)

The data shows that in 2016, ROK has been successful in implementing information and communication technologies (ICT) or e-government. It is proven by the data above that shows that the numbers of internet users are almost equally in each regions. The data that revealed by the IT Statistic of Korea shows that ROK is in the 4th position on 2016 in term of e-participation index, which is shows that there is a huge participation or a huge numbers of internet users in

ROK use the internet as medium in interacting with the government. In this case, the result of the interactions between G2C/C2G, G2B/B2G, and B2C/C2B might be happened.

The government of ROK ensures that every province got the same services and facilities with what the government had provided for those whom stay in the special region as metropolitan areas. ROK keeps making a huge progress in the implementation of e-government year by year as follows:

Figure 2.1.2. Utilization of ICT at ROK from 2012 to 2016



Source: ITSTAT-파일 (IT Stastistic of Korea, 2016a)

2.2. E-Government in Indonesia

Republic of Indonesia is a transcontinental country in Southeast Asia which is the world's largest island country, with more than thirteen thousand islands. Indonesia is a country with 1.904.569 square kilometers and consists of 261.1 million people in 2016. Indonesia is the world's 14th largest country in term of

land area and the 7th largest in terms of combined sea and land area. Divided into 34 provinces in which five of it has the special status.

Picture 2.2.1. Indonesia Administrative Map

Source: One World – Nations Online (One World - Nations Online, 2017)

E-government firstly introduced to the public on 1994 when Internet is being uses by the universities and researcher in purpose of research development. In the early of 1995, Indonesia started to implement e-government called as *Bina Graha Net* located on the White House in Jakarta. The next following year's e-government implementation in Indonesia grows significantly. It can be seen from the number of new government institution website and also several public services delivery that government gave using the information and communication technologies (Prayitno, 2015).

The realization of e-government by Indonesia government started when Presidential decree No. 3/2003 of Republic of Indonesia about "Policy and National Strategic of E-Government Development" regulates that all both central and local government need to act more reliable and trusty in improving the implementation of e-government through optimizing the function of information and communication technologies systems (Dekrit Presiden, 2003). Followed by the implementation of "E-Government Development Master Plan" by Ministry of Communication and Information (KEMKOMINFO) on 2003, Law No. 14/ 2008 about "The Openness of Public Information", and Law No. 11/2008 make several changes in e-government practices in Indonesia (Presiden Republik Indonesia, 2008).

It can be seen from government institutions that start to use e-government as their medium in delivering the public services starting from the central government, local government, the ministries, provinces, district, sub-district, and also in the village levels (Simangunsong, 2010).

Figure 2.2.1. E-government Implementation in Indonesia's Ministries Levels

No	Institutions Name	Scores	Grades
1	Ministry of Manpower and Transmigration	865.95	A
2	Ministry of Agriculture	812.70	A
3	Ministry of Industry	782.6	BB
4	Ministries of Maritime and Fisheries Affairs	769.68	BB
5	State Minister for Research and Technology	699.71	B
6	Ministry of Energy and Mineral Resources	566.4	CC
7	Coordinating Ministry for the Economy	541.875	CC
8	Ministry of Finance	529.6	CC

9	State Minister for the Empowerment of State Aperture	491.85	C
10	State Minister for Youth and Sports Affairs	491.35	C
11	State Minister for Women Empowerment	417.65	C

Source: Warta E-Government (Warta Egov, 2009)

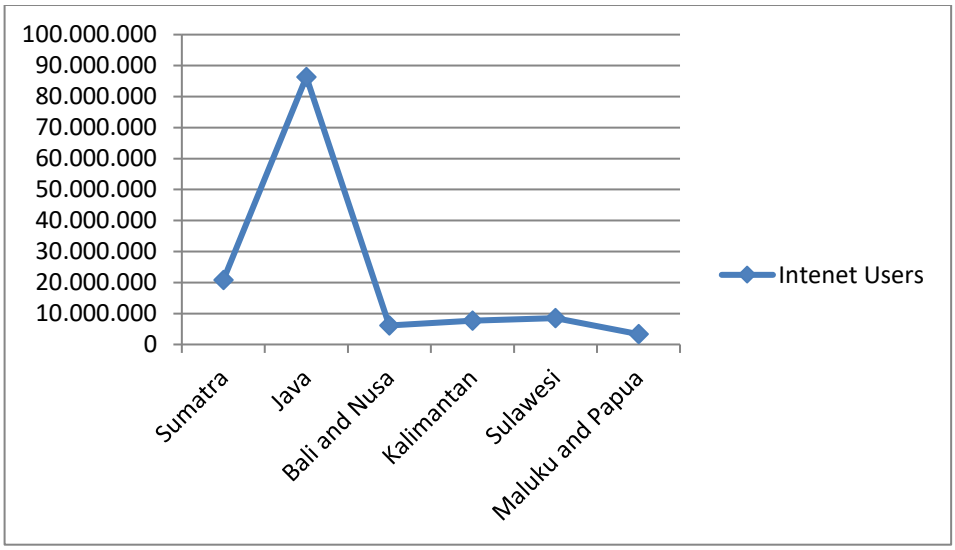
Refers to Simangunsong (2010), the implementation of e-government is not only exist in level of Ministries. The local government has also tried to implement e-government such as:

1. Sragen District established "One Stop Service (OSS)" as a realization of one gate or one roof idea for the government in doing public service delivery.
2. Surabaya established e-procurement in aims to makes the public services delivery easier for the government and also to give an easy access for the citizens in participating in government projects and getting any government information through www.surabaya-eproc.or.id.
3. *Badan Pengkajian dan Penerapan Teknologi* (*BPPT*) is part of the government that focus in development on a system called as TEWS or Tsunami Early Warning System which is a very complex systems that requires high specifications technologies (Simangunsong, 2010).

However, there is no specific data regarding to the internet usage or internet facilities that government provides for the citizens before 2016. For the example the Statistics Indonesia Government Office only publish the data of Internet user

on 2016 which shows that from 261.1 million people in Indonesia only 51.1 percent connected to the internet or approximately 132.7 million users.

Figure 2.2.2. Utilization of ICT at Indonesia in 2016



Source: Data Statistik Pengguna Internet Indonesia Tahun 2016 (Badan Pusat Statistik, 2016)

From the data above about 86.339.350 users or 65 percents of internet users are in Java Island, 20.752.185 users in Sumatra Island, and the lowest one is in Maluku (Moluccas) and Papua with 3.330.596 of internet users (Badan Pusat Statistik, 2016). In short, the infrastructure in Indonesia, especially in terms of Internet has not spreader equally.