

CHAPTER IV

CONCLUSION

4.1 Summary

Based on the research that has been done on the implementation of the e-government system of the city of Magelang on *Magelang Cerdas* application, can be summed up as follows:

In the implementation of e-government, there are three essential elements that must be considered as a successful implementation of this system. The three elements are support, capacity and value.

4.1.1 Support

The support element is the most crucial in the development of e-government which needs support or political will of public officials. It is so that the concept of e-government can be applied, without the various development initiatives, the development of e-government can not be implemented.

The form of government support in the implementation of the *Magelang Cerdas* through the commitment of the city government as outlined in the mayor's regulations became the legal basis in carrying out the development of e-government itself. It is also stated in the medium-term development plan so that it is increasingly emphasized that the city government strongly supports the implementation of e-government programs. Other forms of support can be seen in the socialization activities of the *Magelang Cerdas* application in supporting the successful implementation of the program.

4.1.2 Capacity

The elements of resource capacity are highly required and the development of e-government itself to achieve the concepts that have been created to become reality. There are three resources that must be owned, namely, the availability of sufficient financial

resources, the availability of adequate information technology infrastructure that reach a minimum amount of fifty percent, and the availability of human resources who have the competence and expertise.

In the provision of financial resources, aside from the regional budget, the city government also cooperates with the private sector. Magelang city government succeeded in developing e-government systems are excellent views of the integration among regional organization increasing. Initially, there was only three agencies alone rising to 26 regional organization with three main admin on *Magelang Cerdas* application management.

4.1.3 Value

Value, the element of value is based on the benefits obtained by the government as the service providers and the community as the recipients of e-government services. A significant element of value that determines whether or not the benefits of e-government for society as a recipient of the service.

The *Magelang Cerdas* application provides benefits to the public or the city of Magelang in the processing licensing applications and public complaint reports. This benefit can be seen in shorter time allocation to make the public services which is organized by the Magelang City government is more practical and economical.

To improve public services, Indonesia's Ministry of Administrative and Bureaucratic Reform through the Decision No. 15 of 2014 set six aspects, namely, requirements, service procedures, completion time, service costs, service products, and service complaints.

The requirement in question is a demand that must be met in the process of providing services following statutory provisions. Requirements needed can be in the form of documents or other matters relating to the type of service to be performed. Technically,

in the use of the *Magelang Cerdas* application, the community will be asked to fill in the information needed by the relevant agencies in meeting the community's needs.

To take advantage of the *Magelang Cerdas* application service, the public can perform several previous steps, namely by downloading applications through an Android-based smartphone on the Play Store application. After the application is downloaded and installed on the user's mobile phone, the user can directly choose what services are available in the application to support the services they need.

In increasing the efforts to provide better public services, the city government of Magelang as a service provider must meet or even exceed community expectations. Therefore, the application of the *Magelang Cerdas* application will provide more effective and efficient service time.

It also applies in terms of service costs. Services will replace costs that are usually incurred regularly through conventional service systems through the *Magelang Cerdas* application. By using the *Magelang Cerdas* application service, the community does not incur any costs. It is just that the use of the application and licensing services will be adjusted to the policies of each agency. It can be seen in each form of filing administrative requests or permits required by the community

Service products are the results of services provided and received under established conditions. They can be in a form of goods, services, and administrative products that are provided and received by service users following the provisions of the legislation specified. That in compiling the service products of the government of Magelang city, they have a priority scale based on the most dominant needs in the community. It is conducted because the government of Magelang city is aware of the limited resources in the form of financial, technological and human resources.

Through the complaint service that is available on the *Magelang Cerdas* application, the public is given other facilities in submitting complaints to the government. Through channels in the form of applications made not to burden and limit the community in complaining, giving opinions and even giving criticism and advice to the government. It was precisely created to assist the public in reporting poor government services.

All complaints and aspirations given by the community will always be followed up or given a response as they should. Considering that the *Magelang Cerdas* application complaint channel has several admins who should be ready to respond in following up on complaints and aspirations of the people who access the complaint channel, one of them is on the Android-based *Magelang Cerdas* application.

The implementation of the e-government system in the *Magelang Cerdas* application has succeeded in improving the quality of public services in terms of the level of licensing requests made by the community. In addition, the success can also be seen from the resolution of public complaints reported to the application.

4.2 Suggestions

As for suggestions that can be given by the researcher based on the research has been carried out are as follows:

1. There is a need for education and training as well as individual supervision to enhance human resource capabilities in order to provide better public services in the future.
2. There is a need for intense socialization in order to increase the users, to acknowledge the people and take advantage of the *Magelang Cerdas* service applications properly.
3. There is a need for further research in order to investigate the perception of people's satisfaction on the implementation of the e-government system in order to complete the *Magelang Cerdas* application study comprehensively.