

**Pemanfaatan Pelayanan *E-Government*
Pada *Website*
Dewan Perwakilan Rakyat Daerah (DPRD)
Provinsi Jawa Barat Sebagai Media
Penyampaian Informasi**

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Abstract

E-government services are not only built in the government environment, but the legislative also implements these services through the website of dprd.jabarprov.go.id. The website was built as an online data and information management activity towards Jabar Cyber Province aims to build a media link between the institutions of the Local Legislative (DPRD) of West Java Province and the community, executive, and the business (private) world. This study aimed to explain the service benefits of publishing, interacting, and transacting on the website of the Local Legislative (DPRD) of West Java Province as a medium for delivering information. The research method used descriptive qualitative with the selection of informant using purposive sampling technique. Data collection techniques carried out by in-depth interviews, observation, documentation, and internet search. The data analysis technique used the cycle model of Miles and Huberman. The research results related to the publish service were the dprd.jabarprov.go.id website presented the display of information on the agenda and news on the activities of each commission, faction, and congregation agreement. Publish services allowed the public to access information about profiles as well as a brief description of the functions of the Local Legislative of West Java Province and secretariat institutions. The interacting service was displayed in the form of an e-aspiration portal on the dprd.jabarprov.go.id website which made it easier for the public to deliver aspiration related to responses to legislative products or problems in the community as input for policy making. This

website also had a channel that connected to the social media accounts of the Local Legislative of West Java Province such as Facebook and Twitter which function as a two-way communication media. Transaction on the service of this website did not function as a money transfer transaction, but the transactions contained on the website were only limited to community consultations for the needs of board members to make regional policies that could eventually be downloaded by the entire communities. In conclusion the use of the Local Legislative of West Java Provincial website was as a medium for delivering information included publish services, interaction that were related to information on the activities of board members, while the service transaction had not been yet clearly seen as a fuction of service.

Keywords: website, DPRD, e-government, West Java

Background

E-government services are not only built in the government environment, but the legislature also implements these services through the official website of the legislature at the regional or central level. The presence of e-government services are in line with the implementation of *Good Public Governance*, which is supported by an electronic-based information system. E-Government or Electronic Government is a term for interaction between agencies that carry out government affairs with the public through electronic channels in the form of the internet. According to Indrajit that e-government is “A new (modern) interaction mechanism between the government and the community and other stakeholders, which involves the use of information technology (especially the internet), with the aim to improve the quality of the running services.” (Indrajit, 2006: 4-5)

As an institution that is parallel to the executive (provincial government) in the administration of regional government, the West Java DPRD has legislative functions, budget functions, and oversight functions, it

has become an obligation of the institution to provide the media for the information delivery to all components of West Java society. One channel that is considered effective and efficient is through the website on the internet.

The existence of the West Java DPRD website is a form of technological progress in supporting the process of delivering council information to the public through its own media. The presence of the West Java DPRD website also supports the concept of West Java Cyber Province, which of course can support the performance of the council and the provincial government in administering governance with e-government systems. The first time the West Java DPRD website was tested at the end of 2009 with the domain name <http://dprd.jabarprov.go.id> and was inaugurated on November 23, 2010.

The inauguration of the West Java DPRD website is based on the Decree of the Secretary of the West Java DPRD Number 489/Kep.Set-DPRD-10/2010 concerning Online Data and Information Management of the West Java DPRD. It is described in the Central Report of the Data Management and Online Information of the West Java DPRD (2009), the West Java DPRD Website <http://dprd.jabarprov.go.id> is a government portal based on data and information processing services for the community in public services (executive agencies, companies, business communities, and other related institutions), to interact and as a medium for the DPRD introduces itself.

In line with the decree of the Online Data and Information Manager, the utilization of West Java DPRD Website by the council secretariat is used as a medium for information delivery. The delivery of this information is realized in the form of public portals and internal portals. The public portal is a website portal that is intended for the public from various backgrounds. The

portal provides a wealth of information about board members and factions, board fittings, council activities, regional regulations (legislative products), news about the council and secretariat, and public information transparency. This public portal also integrates social media pages owned by the West Java DPRD which are Facebook, Twitter, Instagram and Google+. This social media integration is intended to make it easier for people to have real time connection to be able to access the information and provide the feedback for information conveyed by the West Java DPRD social media manager, in this case is the Public Relations staffs of West Java DPRD.

Not only public portals, the West Java DPRD website provides an internal portal developed for internal purposes of board members or paramedics. The users who will open an internal portal must be registered first. Internal portal containing information that is internal or not for public consumption includes: internal activity agenda, internal news, sharing documents, internal data or information, content management system (CMS), and user management⁴⁹. The CMS in this internal portal is used to regulate the addition or change of the content of the West Java DPRD website. The change in content is not only intended for internal portals, but also becomes the regulator of the information system that will be published on the public portal.

Since being tested in 2010, the West Java DPRD website has rapid information development by utilizing e-government services. The development of this information is realized on the front page of the West Java

⁴⁹ Windyaningrum, Rachmawati. 2011. Penggunaan *Website* Dewan Perwakilan Rakyat Daerah (DPRD) Jawa Barat [Http://dprd.jabarprov.go.id](http://dprd.jabarprov.go.id) dalam Penyampaian Informasi di Kalangan Wartawan. Bandung : UNIKOM

DPRD website which has complete features and extensive integration with other media. In the trial period, the West Java DPRD website utilized the e-government services only limited to the publication of the board's agenda and news activities. Although there was an e-aspiration feature as a form of two-way communication with the community, it is not yet effective. This is due to the fact that the council's response is quite long. But now with the development of information carried out by the website manager, the West Java DPRD Public Relations shows more detailed information service updates.

This service change is still seen as carrying the purpose of the website as a medium for information delivery, interaction, and introduction to the board. It is just that this change must be accompanied by the information needs of the people of West Java. In the implementation of e-government services, the West Java DPRD Public Relations as the website manager considers the main aspects of complexity and benefits. The complexity aspect concerning the information system applied has been realized with changes in feature development services on the website. Furthermore, the aspects of benefits become important for users, especially the citizen, because people feel the benefits of the West Java DPRD e-government website.

This can be seen from the results of information search rating about the West Java DPRD, few people are still looking for or accessing information related to the West Java DPRD compared to information related to Bandung City on the bandung.go.id website. Based on the SimilarWeb processing in 2018, traffic sources of the West Java DPRD website for search engine search categories were only 85.60%, direct search was only 7.82%, and related references were only 6.59%. Frequently searched searches by the public or

users of the West Java DPRD website regarding the commission's duties, the chairman of the West Java DPRD, the West Java DPRD period, and the main page of the website dprd.jabarprov.go.id.⁵⁰

Departing from this problem, this paper will discuss what e-government service utilization is provided by the West Java DPRD on the website dprd.jabarprov.go.id as a medium of information delivery. As the conceptual e-government services have three main classes in order to show aspects of benefits to the users, so the researchers will explain how the benefits of publishing, interacting, and transacting services are presented on the West Java DPRD website.

Research Objectives and Benefits

The purposes of this study are as follows,

1. To explain the benefits of *publish* services on the West Java DPRD website as a medium of information delivery.
2. To explain the benefits of *interact* services on the West Java DPRD website as a medium of information delivery.
3. To explain the benefits of *transact* services on the West Java DPRD website as a medium of information delivery.

The benefits of this study are as follows,

1. Theoretically, this research is expected to be useful for the development of communication science in general, while the theoretical uses are specifically expected to improve the understanding related to e-government studies.

⁵⁰ www.similarweb.com

2. Practically, this research is useful as a reference, input and evaluation of the types of e-government services on the website <http://dprd.jabarprov.go.id> in the delivery of information to the public.

Literature Review

E-Government Concept

The e-government concept can be explained theoretically as an effort to build good relations between the government, society, and self-organization so that it can become more efficient, effective, and transparent, in all of which can be achieved by bureaucratic reform, institutional, human resources, and systems reform. The use of ICT can make it easier for people to access information so as to increase transparency and accountability in government agencies, as well as expand public participation. E-government empowerment aims to support the realization of good governance (Gunawan, Ade and Budi Yuwono, 2007).

In line with this explanation, according to Indrajit (2006) the concept of e-government develops on three trends, namely:

1. The community is free to choose when and where they want to deal with the government to carry out various transactions or interaction mechanisms which needs 24 hours a day and 7 days a week (non-stop).
2. To carry out the interaction mechanism, the community can and may choose various multiple channels, both traditional/conventional and the most modern one, both provided by the government and cooperation between the government and the private sector or other non-commercial institutions.
3. The government, in this case, acts as the main coordinator that allows various things that the community wants to materialize, meaning that those concerned will create conducive atmosphere in

order to create an environment for government administration as aspired by its people.

The tendency of the concept can be concluded in a narrow definition of e-government as the government activities that are taking place using electronic communication media at all levels of government, society, and business, including: obtaining and providing products and services; place and accept orders; provide and obtain information; and complete financial transactions. Whereas broadly e-government is a continuous optimization of public services, constituent participation and governance by changing internal and external relations through technology, the internet and new media (Gartner, 2000).

Benefits of E-Government

The benefits of e-government according to (Indrajit, 2006) explain that e-government is a new (modern) interaction mechanism between the government and the community (citizen) and other stakeholders that involves the use of information technology (especially the internet), with the aim of improving quality (quality) service during the walk. More clearly, Indrajit (2006) the explained the implementations of the e-government concepts for a country are:

1. Improving the quality of government services to its stakeholders (community, business, and industry), especially in terms of performance effectiveness and efficiency in various fields of state life.
2. Increasing transparency, control and accountability in the administration of government in the framework of implementing the concept of Good Corporate Governance.

3. Significantly reduce the total costs of administration, relations and interactions issued by the government and stakeholders for the purposes of daily activities.
4. Providing opportunities for the government to obtain new sources of income through their interactions with interested parties.
5. Creating a new community environment that can quickly and accurately respond to various problems faced in line with various global changes and existing trends.
6. Empowering communities and other parties as government partners in the process of disseminating various public policies equally and democratically.

Types of E-Government Services

The implementation of E-Government services offered by the government to the community as expressed by Indrajit (2006), that the types of services are divided into three main classes, namely:

1. Publish, in this class, there is a one-way communication, where the government publishes various data and information it has to be able to be directly and freely accessed by the public and other interested parties through the internet. Usually access channels that are used are computers or cellphones through the internet medium, where these tools can be used to access the relevant department or division website, then the user can browse (through existing links) the data or information needed.
2. Interact, in this class, there is two-way communication between the government and those concerned. There are two types of applications commonly used. The first is a portal form where related sites provide searching facilities for those who want to search for data or information specifically (in the publish class, users can only follow the link). The second is that the government provides a channel where the public can discuss with certain interested units, either directly (such as chatting, teleconference, web-TV, etc.) or indirectly (via email, frequent ask questions, newsletters, mailing list and so on).
3. Transact, there is a two-way interaction as in the interacting class, it's just that there is a transaction related to the transfer of money

from one party to another (not free, the community must pay for services provided by the government or its partners).

West Java DPRD website

The West Java DPRD website with a domain name <http://dprd.jabarprov.go.id> appears in line with the stipulation of the West Java Governor Regulation Number 7 of 2009 concerning the Utilization of the Website in the West Java Provincial Government, it requires data and information managers to be useful and useful for support the capacity building of Regional Representatives Institutions and improve information services to the public through the internet⁵¹.

The purpose of online data and information management of the West Java DPRD is aimed to increase the efficiency and effectiveness of data and information management which includes: storing, processing, displaying and reporting on various types of data/information about West Java DPRD activity on the aspirations of the wider community online. The purposes of the online data and information management activities of the West Java DPRD are: "To build a media liaison and the devices therein, between the West Java DPRD institutions and the wider community, West Java DPRD with the Executive Institutions and the West Java DPRD with the Business World connected online, with an integrated data center, and can be accessed easily in real time so that the information can be used optimally by interested parties and those who need it" (Central Report of West Java DPRD Data and Information Management, 2009).

⁵¹ Windyaningrum, Rachmawati. 2011. Penggunaan *Website* Dewan Perwakilan Rakyat Daerah (DPRD) Jawa Barat [Http://dprd.jabarprov.go.id](http://dprd.jabarprov.go.id) dalam Penyampaian Informasi di Kalangan Wartawan. Bandung : UNIKOM

West Java DPRD website <http://dprd.jabarprov.go.id> is known as the West Java DPRD portal which is divided into two portals, namely the public portal and internal portal. The public portal is a system developed to present information about the West Java DPRD so that people, especially West Java, can find out more about board members, council activities, regional regulations, and so on. The following features are found on the public portal as follows,

1. Profile of DPRD, displaying information: DPRD history, Main Task Position and DPRD Function and Rights and Obligations, Profile of DPRD members, and DPRD Rules of Procedure.
2. News: Headlines, Secretariat News, Press Release.
3. Agenda: DPRD Agenda and Secretariat Agenda.
4. Board Completeness Tools: Commission, DPRD Leaders, Consultative Board, Budget Agency, Local Regulations Formation Agency, Honorary Board.
5. Fractions
6. DPRD's Secretariat: History of the institutions, main tasks and functions, Vision and Mission, Organizational Structure of Council Secretariat, and Structural Officials.
7. Publication: Photo Gallery, Video on Demand, Live Streaming, E-Magazine, Legal Products, Mobile Applications.
8. Public Information: Budget Transparency, Performance Transparency, Announcement, PPID, Minutes of Meeting, JDIH⁵².

Research Methods

This study used a qualitative methodology with a descriptive approach. According to Bogdan and Taylor, qualitative methodology is a research procedure that produces descriptive data in the form of written or verbal words from people and observable behavior. According to them, this approach is directed at the background and the individual as a whole. So, in

⁵² <http://dprd.jabarprov.go.id/>, June 2018

this case, it is not permissible to isolate individuals or organizations into variables or hypotheses, but need to view them as part of something wholeness (Moleong, 2007:4). Based on this explanation, the reason the writer used a descriptive approach was because the writer wanted to reveal and explain the facts or circumstances that occur when the research was running. The facts or circumstances are the utilization of e-government on the West Java DPRD website as a medium for information delivery.

The techniques used in data collection were as follows:

- a. In-depth Interview, in this case the researchers conducted in-depth interviews with the Head of Public Relations and Protocol, Head of Publication Sub-Section, and Staff of Public Relations and Protocol Implementation of the West Java DPRD Secretariat.
- b. Observations conducted by the researchers were indirect observations, where the authors only occasionally review the location of the study. However, the author also observed online by reviewing the website <http://dprd.jabarprov.go.id> to view online information and community interaction activities conducted by the West Java DPRD Secretariat.
- c. Documentation, the researchers utilized data collection sources obtained from several data or reports, books, newspapers and also some other reading material that supported this research.
- d. Literature review
- e. Internet Searching

The selection of interview participants was done by purposive technique. According to Bouma Gary D. (1993, in Patilima 2010) in his book *The Research Process*, states: "Purposive sampling, researchers believe that they can use their judgment or intuition to choose the best people or groups

to learn or in this case provide information accurate. The group called ‘the typical and the best people’ considered by researchers to be chosen as the subject of research”. Associated with this research, the author chose the informants in accordance with the research objectives, namely the Head of Public Relations and Protocol, the Head of Publication Sub-Section, and the Staff of Public Relations and Protocol Implementation of the West Java DPRD Secretariat. The three informants could provide information related to the problem under the study.

Data analysis techniques were carried out throughout the research process since entering the field to collect data. The data collected by the researchers were then tabulated and analyzed descriptively in qualitative manner, then presented in narrative form according to the problem being discussed. This is in line with Sugiyono’s thought that emphasizes,

“Data analysis in qualitative research is carried out since before entering the field, during the field, and after completion in the field. It was also said that data analysis is also conducted before entering the field which is the preliminary data, or secondary data that would be used to determine the focus of the research. However, the focus of the research is still temporary, and will develop after research into and during the field” (Sugiyono, 2005: 89-90).

Based on this process, in conducting data analysis the researchers carried out several stages, namely, formulating and explaining the problem, before going into the field, and continuing until the writing of the research results. Then, the data that has been collected was analyzed by reducing the data, presenting the data, and drawing the conclusion. These are in accordance with the three methods of data analysis model by Miles and Huberman.

To check the validity of the data, the researchers conducted a data triangulation technique which was interpreted as checking data from various sources in various ways and at various times. Source triangulation was done by checking the data obtained through several sources. Technical triangulation was done by checking data to the same source with different techniques. For example data obtained by interview then, checked by observation, documentation, or questionnaire. Time triangulation was done by checking with interviews, observations, or other techniques in different times or situations (Sugiyono, 2005: 270-274).

Results and Discussions

The Benefits of Publish Services on West Java DPRD Website as a Medium of Information Delivery

The West Java DPRD website having its address at <http://dprd.jabarprov.go.id>, by carrying out the concept of e-government has a publish class service. The main class of the e-government concept is marked by the existence of one-way communication conducted by the West Java Provincial Parliament or DPRD to website users. The website users are the community and stakeholders (government, media, businessmen, and the Regional Work Unit). As said by the Head of Publication Section of the West Java DPRD Secretariat that,

“This is in accordance with the development of the times, meaning that our technology is increasingly advanced, the DPRD is a legislative institution that must follow the times, so we use it ... but with the website we want to reach further, can be read by international parties. Yes, it means not only for West Java, Indonesia, but it may be read by Indonesian citizens who are abroad. For journalists (media)

themselves, we provide more efficient facilities by accessing the board's information as a whole as well as the details of the website.”⁵³

One-way communication published through the website in the form of data and information related to the profile and function of the legislature of the West Java DPRD, council activities, council secretarial profiles, and legal products produced by the legislature. This information can be directly and freely accessed by the public without any time limit, because the development of the website system is intended for public portals that are active for 24 hours. In the publishing service, the website <http://dprd.jabarprov.go.id> is built with several features that can facilitate the search and access of information by visitors. The features found on the public portal of the West Java DPRD website are:

1. Profile of DPRD, displaying information: DPRD history, Main Task Position and DPRD Function and Rights and Obligations, Profile of DPRD members, and DPRD Rules of Procedure.
2. News: Headlines, News Secretariat, Press Release.
3. Agenda: DPRD Agenda and Secretariat Agenda.
4. Board Completeness Tools: Commission, DPRD Leaders, Consultative Body, Budget Agency, Local Regulations Formation Agency, Honorary Board.
5. Fractions: *Golongan Karya, Partai Amanat Nasional, Partai Demokrasi Indonesia Perjuangan, Partai Keadilan Sejahtera, Partai Demokrat, Partai Gerindra, Partai Persatuan Pembangunan, Partai Kebangkitan Bangsa, Partasi Nasional Demokrat, and Partai Hanura.*
6. DPRD Secretariat: History of the institution, main tasks and functions, Vision Mission, Organizational Structure of the Council Secretariat, and Structural Officials.
7. Publication: Photo Gallery, Video on Demand, Live Streaming, E-Magazine, Legal Products, Mobile Applications.
8. Public Information: Budget Transparency, Performance Transparency, Announcement, PPID, Minutes of Meeting, JDIH⁵⁴.

⁵³ Interview in July 2018

⁵⁴ <http://dprd.jabarprov.go.id/>, June 2018

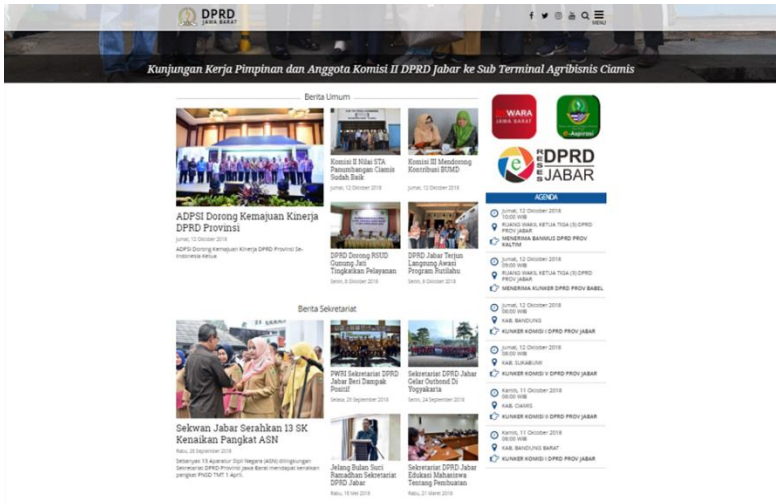


Figure 2: Display of West Java DPRD Website News

Real-time board reports, secretarial news and press releases could be accessed by users both in writing, photo galleries and video on demand or live streaming. Video on demand is a form of news broadcast via YouTube videos. This video contains live news coverage of activities in the place visited by the council or ongoing activities.

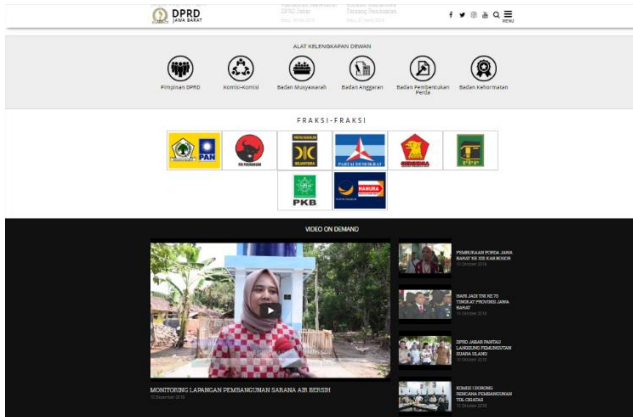


Figure 3: Display of News Release through Video of West Java DPRD Website

The published news is always updated every day, as said by the Head of Public Relations and Protocol about the process of delivering the updated news,

"Actually, if the steps are taken, we will start with the visit of the member of the relevant council, it will be followed by the PR, then the results of the return from the activity or visit will later be prepared to make the release press release. Every activity every day the council's activities are all accommodated in PR, because there are PR people already positioned there already scheduled. So every day there must be input into and made through the website to be socialized and directly accepted by the public and journalists." He also added that, "For a time it does not take long, actually if the data has been received it must be made and published immediately, but if the data is not available, we are waiting for the people who come from the visit."⁵⁵

Publish services in the concept of e-government also according to Indrajit (2006), people can see and download various products of laws and government regulations set by legislative institutions (DPR), executives

⁵⁵ Wawancara pada Bulan Juli 2018

(President and Cabinet), and judiciary (Supreme Court) Like the West Java DPRD website that publishes legal products that have been completed by the board members, it can indeed be accessed by the public online in the form of downloading .pdf files. The published legal product in the form of DPRD initiative legislation, in 2018, until September 2018 there were 10 products of Regional Regulations of the 2015 and 2016 DPRD initiatives, while the Regional Regulation products that had been completed were published in 10 local regulation products in 2014.

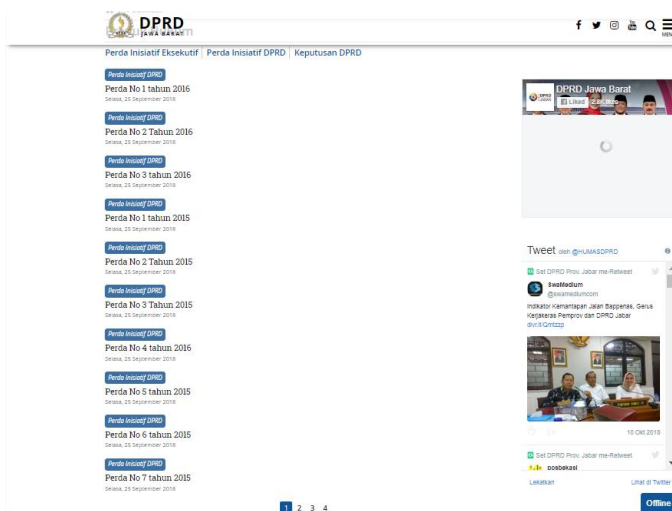


Figure 4: Display of Legal Products of West Java DPRD Website

Publish services in e-government as well as managers provide information-based information access channels in the form of websites that can be accessed using computer or mobile devices. In order to provide good governance services related to information transparency, West Java DPRD in addition of providing the website dprd.jabarprov.go.id in updated and real time, was also provided with a channel to subscribe to West Java DPRD news

through the BEWARA DPRD West Java application. This application can be used on mobile devices based on an Android system. This application provides information about the West Java DPRD. This application summarizes the activities of the West Java DPRD in carrying out its functions. It starts from supervision, budgeting, and the formation of local regulations.

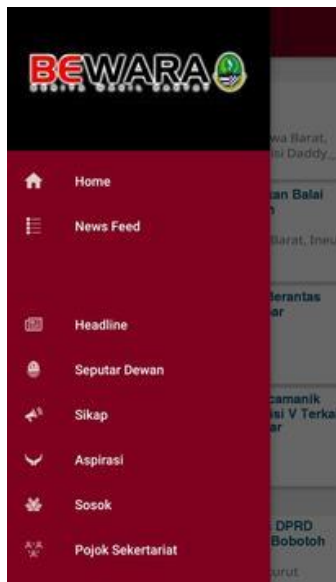


Figure 5: Display of the West Java DPRD BEWARA Application

Based on the results of the study, the use of e-government services in the publish class shows that the West Java DPRD website publishes many news about council and secretarial activities. This is a form of one-way communication from the legislative institution to the community or stakeholders to find out what is done and what has been produced by the members of the council. This statement was strengthened by the West Java DPRD Head of Public Relations and Protocol Section who stated that,

“There are many benefits, quick to provide information and whatever problems from outside, we immediately know how much is included in the council, then what board activities, the community can know from the board activities can be described there (website). In addition, the website can convey information to the community from far or near, the council itself can provide information that is truly in accordance with its activities, whether it is a comic or other activities, such as a plenary session or a meeting of the DPRD completeness body facilitated by PR and Protocol. All information is collected on the website.”⁵⁶

Publish services in the form of news about this council are also used as conventional news counters produced by the mass media. This was explained by the Head of Publication Sub Division,

“More details in the delivery of information, because we manage it ourselves so how are we. Yes, the name of conventional media like print media is limited, so we are limited by their business interests. We cannot do it arbitrarily, for example, if we want to write A to Z, it will be full of newspapers, while they have other interests in accordance with their mission, if the print media enters the information industry.”⁵⁷

News about this council is a counterweight to the news produced by conventional media, so that the public can find out directly about the board's information. This has become a basic need for the council to provide information about the board's performance to the public. United Kingdom Cabinet Office (2000), states that leadership in the millennium era, the basic need for e-government services in the publish class is the provision of managers with information in the form of news. This can open up user access

⁵⁶ Interview in July 2018

⁵⁷ Interview in July 2018

to easily find information related to the importance of information transparency of an institution.

Benefits of Interact Services on the West Java Province DPRD Website as a Medium of Information Delivery

The West Java DPRD website provides interacting services which are the second class on the concept of e-government. This interacting class, the West Java DPRD website manager provides a channel to interact with the community or website users in two-way communication. The channel is provided by the website manager in the form of an online link for delivering aspirations. West Java DPRD as a people's representative institution at the regional level, has become the main task of accepting the aspirations of the community as a form of feedback regarding the legal products produced by the council. This online aspiration submission, the public can send directly via offline channels available on the website dprd.jabarprov.go.id. The offline channel has a function to send aspirations that are directly connected to the email of the secretariat of the council of the West Java DPRD Public Relations and Protocol section. The community or website users to use the channel must enter their name, e-mail and message or aspirations they wish to convey. As explained by the Public Relations and Publication Staff, "Actually there is a menu to provide facilities or responses, but its function is to deliver aspirations to the DPRD."⁵⁸ More clearly, the Head of the Publication Sub Division explained that, "Someone gave suggestions or complaints. There are two types of forms in the aspiration column, some need answers from the

⁵⁸ Interview in July 2018

council so that they are political in the form of policy, if the secretariat means technical.”⁵⁹



Figure 6: Display of Offline Channel of West Java DPRD

Another channel that can be used as a place for community interaction with the West Java DPRD is e-aspiration. E-aspiration is an application launched by the West Java DPRD in 2017. As explained by the Chairperson of the West Java DPRD, Ineu Purwadewi Sundari on an online media portal that e-aspiration, is expected to improve communication between communities, in conveying various aspirations, so that the community no need to go far and tired of coming to the West Java DPRD Office. E-Application is equipped with photo and location features so that people can share moments or events that are considered to require attention from the government or the DPRD⁶⁰. This e-aspiration is also developed in the form of an android application that can be accessed via mobile phone. Similar

⁵⁹ Ibid¹⁰

⁶⁰ www.swamedium.com/2017/11/28/dprd-jabar-menerima-dan-menyalurkan-aspirasi-masyarakat-lewat-e-aspirasi/, September 2018

to BEWARA, the E-aspiration application can be directly used personally by each community to provide input or reports related to policy issues in the area.



Figure 7: Display of West Java DPRD e-Aspiration

The interaction channel provided is intended as a place for discussion indirectly or takes time to get a response from the board. Another interaction channel in the direct interacting service is through social media facilities. The social media facilities used by the West Java DPRD include Facebook called the West Java DPRD, Instagram: @humas.dprdjabar, and Twitter: @HUMASDPRD. Social media is functioned as a medium of information and also community interaction. With social media, people easily comment on the columns available on every social media. Not only comments, people can also provide “like” or “love” symbols when they like the information published.



Figure 7: Community Aspirations through the West Java DPRD Facebook

The United Kingdom Cabinet Office (2000), states that the interacting class, allows users to search and obtain information based on their criteria. Based on the utilization of the interacting service, it opens up space for community participation with legislative institutions that create a new community environment without being hit by bureaucracy with a long and tiered plot. This provides benefits for the West Java DPRD to quickly and accurately respond to various problems faced by the community. Community participation in the delivery of aspirations is used as a form of empowerment of the community and other parties as legislative partners in the process of uniform and democratic dissemination of various public policies.

The Benefits of Transact Services on the West Java DPRD Website as a Medium of Information Delivery

The third class of e-government concept services is transact related to a transaction. On the website of the West Java DPRD the benefits of transact services were not raised. This is because the West Java DPRD website does not provide financial transfer transactions from one party to another to pay for services provided by the legislature. According to Indrajit (2006), the transact application class has complex complexity aspects, because there must be a good security system so that the transfer of money can be done safely and the privacy rights of various parties are well protected. Transact services are seen only by the exchange of information or consultation to assist in the making of policies that produce legal products in the form of regional regulations. In the end this regulation can be downloaded without the need for financial transactions. This consultation service was facilitated through the West Java DPRD e-recess channel. However, unfortunately this channel has not operated optimally, later this channel is used as a place to channel proposals in regional development planning. In this channel the community can convey aspirations and assess the development process carried out.

Conclusions and Recommendations

Based on the results of research and discussion, the utilization of e-government concept services on the West Java DPRD website can be summarized as follows:

1. Publish services enable the public to access information about profiles and a brief overview of the functions of the West Java DPRD institution and secretariat. In publishing services, more emphasis is on the news of

the council's activities and the secretariat. In addition, this service also provides one-way communication in the form of providing information about legal products produced by the West Java DPRD.

2. Interaction services are displayed in the form of e-aspiration portals on the website dprd.jabarprov.go.id which makes it easier for the public to convey information regarding the response to legislative products or problems in the community as input for policy making. This website also has a channel that connects with the social media accounts of the West Java DPRD such as Facebook and Twitter functioned as a two-way communication medium.
3. Transact services on the services of this website are not functioned as money transfer transactions, but the transactions contained on the website are limited to community consultation for the needs of council members to make regional policies which can eventually be downloaded by the entire community.

Furthermore, it is hoped that the results of this study can contribute to the monitoring and evaluation of the use of e-government services on the West Java DPRD website. To increase the development of the utilization of the services of the West Java DPRD e-government website, the author gives suggestions, namely: (1) It is necessary to optimize the utilization of features related to public information disclosure; (2) Need to update legal products produced through regional regulations; (3) Need to activate features related to community participation in the delivery of aspirations and supervision of the performance of the legislature.

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