



Regulatory Effectiveness of E-Government in Government Transparency

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Abstract

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This study aims to analyze the effectiveness of regulations in supporting the implementation of e-government and the urgency of discussing these regulations in achieving transparency in public administration. The study employs a comparative approach using secondary data from national and international scientific literature over the past five years. The findings indicate that regulations governing public services, information disclosure, and electronic systems have established a strong normative foundation; however, their implementation has not yet been fully effective. The effectiveness of regulations is influenced by institutional readiness, human resource capacity, system integration, and the level of public participation. Furthermore, the urgency of regulatory discussions is increasing in tandem with rapid advancements in digital technology and public demands for government transparency and accountability. Adaptive and responsive regulations are key to ensuring that e-government functions optimally as an instrument of transparency. This study underscores the importance of continuous regulatory refinement to address the dynamics of digital transformation and support the creation of effective, inclusive, and sustainable governance.



1. Introduction

The development of information and communication technology has brought fundamental changes in governance, especially in an effort to improve the quality of public services and transparency. This transformation is known as e-government, which is the use of digital technology by the government to provide more effective, efficient, and accountable services. In the global context, government digitalization is not only seen as an administrative innovation, but also as a key strategy in building a government that is responsive to the needs of the community and able to increase public trust in state institutions (United Nations, 2022). Therefore, the implementation of e-government is one of the important indicators in assessing the quality of modern governance.

Normatively, the implementation of e-government and government transparency already has a strong legal foundation. Law Number 25 of 2009 concerning Public Services emphasizes that service providers are obliged to provide services that are transparent, accountable, and oriented to the interests of the community. In addition, Law Number 14 of 2008 concerning Public Information Disclosure guarantees the public's right to obtain true, accurate, and non-misleading information from public bodies. Meanwhile, Law Number 11 of 2008 in conjunction with Law Number 19 of 2016 concerning Information and Electronic Transactions provides legitimacy for the use of electronic systems in the administration of government. The three regulations show that transparency and digitalization are not only social demands, but also legal obligations that must be fulfilled by the government.

However, the existence of regulations does not always guarantee the effectiveness of implementation in the field. A number of studies show that the success of e-government is greatly influenced by various factors, such as organizational readiness, human resource capacity, and the level of digital literacy of the community (Mergel et al., 2019). In many cases, the implementation of e-government still faces various obstacles, such as limited technological infrastructure, lack of system integration, and resistance to changes in public organizations (MacLean & Titah, 2022). This condition shows that there is a gap between an ideal regulatory framework and implementation practices that are still not optimal.

On the other hand, transparency as the main goal of implementing e-government cannot be achieved only through the provision of technology. Transparency requires an information delivery mechanism that is open, easily accessible, and understandable by the wider community. E-government in this case serves as a means to increase information accessibility while encouraging public participation in the decision-making process (Twizeyimana & Andersson, 2019). Thus, the effectiveness of e-government is not only measured from the technical aspect, but also from the extent to which the system is able to create constructive interaction between the government and the community.

Furthermore, the concept of public value in e-government emphasizes that the success of government digitalization must be able to provide real benefits to society. This includes improving service quality, bureaucratic efficiency, and increasing transparency and accountability (Chen et al., 2020). However, without proper implementation, e-government has the potential to become just an

administrative formality that does not have a significant impact on improving the quality of governance. Therefore, it is important to ensure that existing regulations are not only normative, but also able to be implemented effectively in practice.

Along with the rapid development of digital technology, the urgency to examine the effectiveness of regulations in supporting e-government and transparency is increasing. Digital transformation in the public sector requires policies that are adaptive and responsive to changes in the technological and social environment (Eom & Lee, 2022). In this context, regulations not only serve as guidelines, but also as strategic instruments to ensure that the implementation of e-government runs in accordance with the principles of good governance. Without effective regulations, the potential of e-government in improving transparency and quality of public services will not be optimally maximized.

Thus, a comprehensive study is needed to understand the extent to which existing regulations are able to support the implementation of e-government in realizing governance transparency. In addition, it is also important to identify the urgency of discussing these regulations in facing the challenges and opportunities that arise due to the development of digital technology. Based on this background, this research is formulated in two main questions, namely:

RQ1: How effective is regulation in supporting the implementation of e-government to realize governance transparency?

RQ2: why are regulations related to e-government and transparency important to discuss in the context of the development of modern governance?

2. Methods

This study uses a comparative approach with the aim of analyzing and comparing the effectiveness of regulations in supporting the implementation of e-government and its role in realizing governance transparency. The comparative approach was chosen because it allows researchers to identify similarities and differences between normative concepts regulated in regulations and implementation practices that have developed in various scientific studies. Thus, this method not only serves to describe the phenomenon, but also to evaluate the extent to which existing regulations are able to answer the needs of digital-based governance.

The research object in this study is focused on regulations related to public services, information disclosure, and government electronic systems, which are then compared with empirical findings from various previous studies on e-government and transparency. The data used are secondary data obtained from scientific literature in the form of national and international journals, institutional reports, and policy documents relevant to the research topic. The selection of data was carried out purposively by considering the relevance of the theme, year of publication, and contribution to the development of the concept of e-government and transparency.

The data collection technique is carried out through a systematic literature study by identifying, classifying, and synthesizing various scientific sources related to the research topic. This process includes searching for relevant references, selection based on inclusion criteria, and organizing data according to the focus of the research. Furthermore, the data that has been collected is analyzed using

comparative analysis techniques, namely by comparing the normative provisions in the regulations with the results of published empirical research.

The comparative analysis was carried out in several stages. First, the researcher identified the main principles contained in regulations related to e-government and transparency, such as accountability, information disclosure, and the use of digital technology in public services. Second, the researcher compared these principles with empirical findings from the scientific literature to see the extent to which the implementation in the field was in accordance with normative provisions. Third, the researcher identified the gap between regulation and practice, as well as the factors that affect the effectiveness of the implementation of e-government in supporting transparency.

In addition, a comparative approach is also used to analyze the urgency of regulation in the context of the development of modern governance. In this case, the researcher compares the ideal conditions expected by regulation with the dynamics of technological developments and changing societal needs. This analysis aims to provide a more comprehensive understanding of the importance of regulation as an instrument in directing the implementation of e-government to remain relevant and adaptive to change.

Using a comparative method, this research is expected to be able to produce an in-depth analysis of the effectiveness of regulations in supporting transparency through e-government, as well as identifying the urgency of discussing these regulations in the context of modern governance. This approach also allows researchers to provide recommendations based on comparisons between theory and

practice, so that they can make a more significant contribution to policy development in the field of digital governance.

3. Results and Discussion

3.1. Regulatory Effectiveness in Supporting the Implementation of E-Government for Governance Transparency

The effectiveness of regulations in supporting the implementation of e-government is a key factor in realizing governance transparency. Normatively, regulations that regulate public services, information disclosure, and the use of electronic systems have provided a comprehensive framework to encourage transparency. However, in practice, the effectiveness of these regulations still faces various challenges related to implementation, institutional coordination, and resource readiness. This shows that the existence of regulations alone is not enough, but needs to be supported by adaptive and sustainable implementation mechanisms.

In the context of e-government implementation, the effectiveness of regulations is greatly influenced by the extent to which these policies are able to be translated into operational practices. Digital transformation in the public sector requires integration between policies, technology, and organizations, so regulations must be able to accommodate these dynamics flexibly (Mergel et al., 2019). In addition, regulations that are too normative without clear technical guidance tend to be difficult to implement optimally, especially in complex bureaucratic environments. Therefore, the effectiveness of regulations is not only measured by the content of the policy, but also by its implementation in a real context.

Furthermore, the effectiveness of regulations is also related to the government's ability to manage organizational changes caused by digitalization. Transformation towards e-government often requires changes in organizational structure, work culture, and interaction patterns between the government and society. In this case, regulations must be able to encourage these changes systematically so as not to generate resistance from within the organization (MacLean & Titah, 2022). Without strong institutional support, the implementation of e-government has the potential to become ineffective even though it already has a clear legal basis.

In addition to institutional factors, the effectiveness of regulations is also influenced by the capacity of human resources in managing and operating digital systems. The limitation of digital competence is one of the main obstacles in the implementation of e-government, which ultimately has an impact on the low level of transparency produced. In this case, regulations need to be accompanied by sustainable capacity building policies so that government officials are able to make optimal use of technology (Eom & Lee, 2022). Thus, the effectiveness of regulations cannot be separated from the readiness of human resources as policy implementers.

On the other hand, transparency as the main goal of e-government is also highly dependent on the quality of the information system developed. Systems that are not integrated or difficult to access by the public will reduce the effectiveness of regulations in encouraging information disclosure. Research shows that e-government can increase transparency if the system used is able to provide accurate, relevant, and easily accessible information to the public (Twizeyimana & Andersson,

2019). Therefore, regulations need to ensure the existence of information system quality standards that can ensure openness and accountability.

However, some studies show that the implementation of e-government is still often partial and not fully integrated. This causes the information provided to be incomplete or inconsistent, thus reducing the level of public trust in the government. In this context, the effectiveness of regulation is largely determined by the government's ability to coordinate various systems and ensure data integration between agencies (Chen et al., 2020). Without good coordination, e-government will not be able to achieve transparency goals optimally.

In addition, the community participation factor is also an important indicator in assessing the effectiveness of regulations. Effective e-government should not only provide information, but also allow the public to participate in the decision-making process. This participation can increase accountability while strengthening the legitimacy of public policies. However, the low digital literacy of the public is often an obstacle in utilizing e-government services to the fullest (United Nations, 2022). Therefore, regulations need to pay attention to the aspect of inclusivity so that the benefits of e-government can be felt equally.

In the national context, various studies show that e-government has great potential in improving the quality of public services and transparency, but its implementation still faces various technical and non-technical obstacles (Lestari et al. , 2019). This indicates that the effectiveness of regulations still needs to be improved through policy improvement and strengthening implementation capacity. In addition, the role of transparency in governance is also greatly influenced by the

level of accountability and disclosure of information generated through digital systems (Muliawaty, 2020).

Thus, it can be concluded that the effectiveness of regulations in supporting the implementation of e-government for governance transparency is highly dependent on various factors, including institutional readiness, human resource capacity, information system quality, and level of community participation. Effective regulations must not only be able to regulate normatively, but must also be able to be implemented practically and adaptively to technological developments and community needs. Therefore, a holistic approach is needed in designing and implementing regulations so that the goal of transparency through e-government can be achieved optimally.

3.2. The Urgency of Discussing E-Government Regulation and Transparency in Modern Governance

The urgency of discussing regulations related to e-government and transparency in modern governance is increasing in line with the rapid development of digital technology and changing public expectations of public services. Digital transformation has changed the way governments interact with the public, so it demands a regulatory framework that is not only relevant, but also adaptive to the dynamics of these changes. In this context, regulations play a role as a strategic instrument that directs the implementation of technology to remain in line with the principles of good governance, such as transparency, accountability, and public participation.

The rapid development of digital technology often exceeds the ability of regulations to adapt. This leads to the emergence of a gap between technological innovation and the policies that govern it. Therefore, the discussion of regulations is important to ensure that the development of e-government does not run aimlessly or even pose new risks, such as data insecurity, misuse of information, or inequality of digital access. In this case, regulations must be able to provide legal certainty as well as flexibility in accommodating innovation (Eom & Lee, 2022). Without continuous regulatory updates, the implementation of e-government has the potential to lose relevance in the face of the ever-evolving challenges of digitalization.

In addition, the urgency of regulation is also related to the need to increase public trust in the government. Transparency generated through e-government is expected to strengthen the government's legitimacy in the eyes of the public. However, transparency can only be realized if there is a clear and structured mechanism in the provision of public information. Regulation in this case serves as a guarantee that the information conveyed to the public is accurate, open, and accountable (Twizeyimana & Andersson, 2019). Without strong regulation, transparency risks becoming just a formality that does not have a real impact on increasing public trust.

Furthermore, the urgency of discussing regulations is also influenced by the complexity of modern governance involving various interconnected actors and systems. E-government no longer stands as a separate system, but rather as part of a digital ecosystem that includes various sectors and institutions. In this condition,

regulation is needed to ensure coordination and integration between systems so that information fragmentation does not occur. Research shows that the lack of system integration is one of the main obstacles to the effective implementation of e-government (Chen et al., 2020). Therefore, regulations must be able to regulate system interoperability as part of efforts to increase transparency.

On the other hand, the urgency of regulation is also related to the aspect of inclusivity in the use of digital technology. Not all people have the same access and ability to use e-government services. This digital gap can lead to inequality in obtaining information and public services. Therefore, regulations need to ensure that the implementation of e-government is inclusive and does not discriminate against certain groups (United Nations, 2022). Thus, regulations not only function as a regulatory tool, but also as an instrument to ensure social justice in access to public services.

Digital transformation in government also has implications for changes in organizational structure and culture. In many cases, resistance to change becomes an obstacle to the implementation of e-government. Therefore, regulations need to encourage bureaucratic reforms that support digitalization, including in terms of increasing human resource capacity and changing work patterns (Mergel et al., 2019). Without regulatory support that encourages organizational change, the implementation of e-government will be difficult to achieve optimal results.

In addition, the urgency of regulation can also be seen from the need to create public value through e-government. Public value is not only measured by the efficiency of services, but also by the extent to which the system is able to improve

people's quality of life. In this case, regulations must be able to ensure that every digital innovation provides real and sustainable benefits (MacLean & Titah, 2022). Thus, regulation plays a role as a guide so that digital transformation is not only technology-oriented, but also in the interests of society.

In the context of public services, regulations are the main foundation in determining service standards that must be met by the government. E-government as a tool for digitizing public services must be able to meet these standards consistently. However, without clear regulations, service standards can become immeasurable and difficult to evaluate. Research shows that the implementation of e-government supported by strong regulations can significantly improve the quality of public services (Lestari et al. , 2019). Therefore, the discussion of regulations is important to ensure that e-government can function optimally in improving the quality of services.

Furthermore, the urgency of regulation is also related to efforts to create a sustainable governance system. Digital transformation is not a temporary process, but a long-term change that requires careful planning and management. In this case, regulation serves as a framework that maintains the consistency and sustainability of e-government implementation. Without sustainable regulation, various digital initiatives risk stopping in the middle of the road or not having a significant impact (Muliawaty, 2020).

Thus, it can be concluded that the urgency of discussing e-government regulations and transparency lies in its ability to respond to the challenges of digital transformation, increase public trust, ensure system integration, and ensure

inclusivity and sustainability of governance. Adaptive and responsive regulations are the key to ensuring that e-government is not only a technological innovation, but also a strategic instrument in realizing transparent and accountable governance.

4. Conclusion

Digital transformation through the implementation of e-government has become a key element in achieving transparent, accountable, and public-service-oriented governance. Based on the analysis, it is clear that the effectiveness of regulations plays a crucial role in the success of e-government implementation. Regulations governing public services, information disclosure, and electronic systems have essentially provided a strong normative foundation. However, their effectiveness heavily depends on implementation capabilities, which include institutional readiness, the quality of human resources, and the integration of the technological systems employed. Without the support of these factors, regulations risk becoming merely a formal framework incapable of achieving optimal transparency.

Furthermore, this study indicates that transparency is not solely determined by the existence of digital systems but also by the quality of the information provided and its accessibility to the public. Therefore, e-government implementation must foster effective interaction between the government and the public, thereby not only enhancing information transparency but also encouraging public participation in decision-making processes. This serves as a key indicator in evaluating the success of modern governance.

On the other hand, the urgency of regulatory discussions is growing alongside the rapid development of digital technology and the increasing public demand for transparent and responsive public services. Regulations serve not only as guidelines but also as strategic instruments ensuring that digital transformation proceeds in a targeted, inclusive, and sustainable manner. Without adaptive and responsive regulations, the implementation of e-government risks facing various obstacles, such as access disparities, system fragmentation, and low public trust.

Therefore, continuous efforts are needed to refine regulations so that they can address the dynamics of technological development and public needs. A holistic and integrative approach is key to ensuring that e-government is not merely a technological innovation but also an effective means of achieving transparency and improving the overall quality of governance.

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