CHAPTER ONE

INTRODUCTION

1.1. Background

Government all over the world continued to implement new information and communication platform (Hermana & Silfianti, 2011). That platform is known as *E-Government*. E-government which is also known as electronic government is the way of the government in creating computer based information and communication technologies or ICTs in increasing capability and ability of the government in delivering public services and human resources development (Jonathan, Ayo, & Misra, 2015). The idea of e-government came out due the high number of corruption, collusion, and nepotism in which the level of transparency, efficiency, accountability, effective regulations, and government effectiveness are low. Additionally, a shifting policy is another reason why e-government ideas came out.
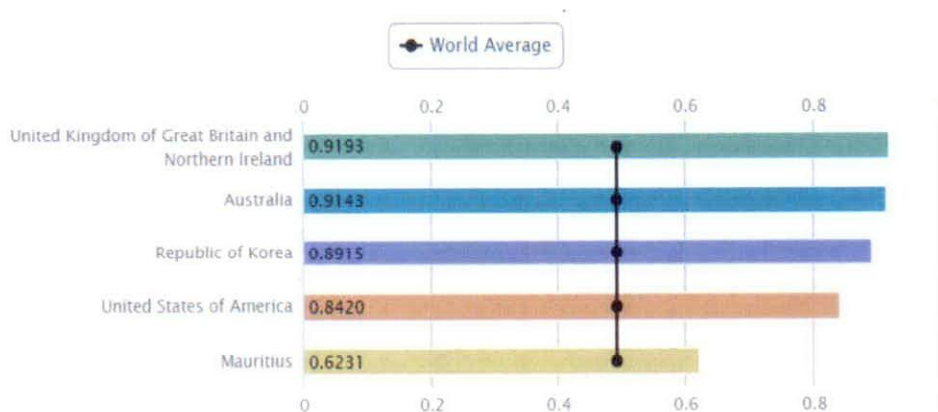
By implementing e-government, the government has opportunities to enhance transparency and strengthen the relations among the government it-self. In other hand from the survey that being conducted by Center for Technology in Government (2002), e-government allowed the government to make a one stop service or in short realizing what the citizens wants, such as; (1) renewing a driver's license, (2) voter register, (3) voting on the internet, (4) ordering birth, death, and marriage certificates, (5) state taxes filling, and (6) accessing medical information (Cook, 2000). In public administration aspect e-government will give

the government more opportunities in increasing the citizens' participation on decision-making and public trust in government (Soonhee Kim & Lee, 2011). Using broad space of social media as a medium for the citizens' to be involved in governance is a crucial point to ensure better governance accountability (Nurmandi, Achmad; Purnomo, Eko Priyo; Prianto, Andi Luhur; Solahudin; Jaenuri, 2015). Government need to work really hard in establishing e-Government. E-government consist by three component government, business or private sector, and citizens that need to work together in which the centre of it is the citizens (Silcock, 2001). Information and Communication Technologies (ICT) can seen as a medicines for curing a nation from distress of corruption, mismanagement governance, inflation, monopolies, business stagnation, and illiteracy are the important aspects that government need to concerns in the development and implementation of ICTs (Ghayur, 2006).

Unfortunately, not all the government has success in implementing e-government. Based on United Nations E-Government Knowledge Database (2016), from 193 countries from 5 regions (Europe, Africa, Americas, Oceania, and Asia) that implementing e-government on 2016 only 97 countries that passed the e-Government Development Index (world average index 0,4922 points) (United Nations, 2016). From 43 countries in Europe, United Kingdom of Great Britain and Northern Ireland is leading with 0.9193 points. In Africa, Mauritius is leading with 0.6231 points from 54 countries that listed in the UN's database. Meanwhile in Americas continent regions, United States of America leading with 0.8420 points followed with others 34 countries in Americas. In Oceania,

Australia leads with 0.9143 points compared with another 14 countries in Oceania. From 47 countries that listed by UN's in ASIA regions, Republic of Korea leads with 0.8915 points followed with Singapore with 0.8828 points (United Nations, 2016).

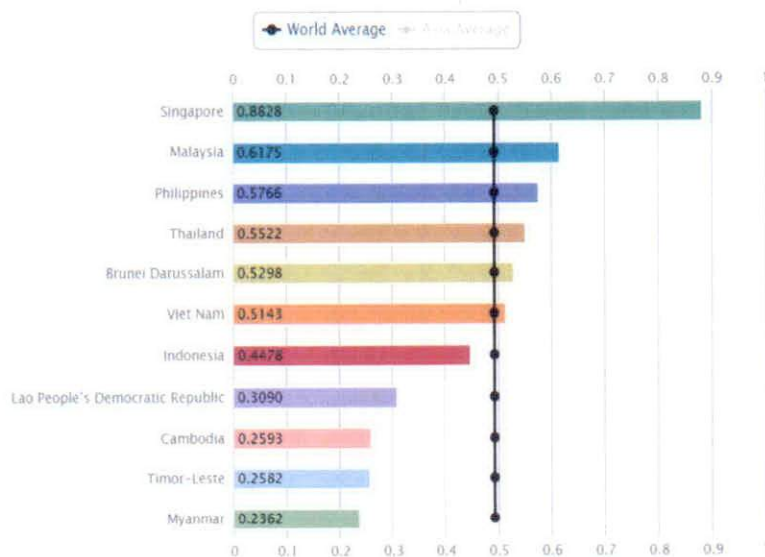Figure 1.1. E-Government Development Index 2016

Source: 2016 E-Government Index (United Nations, 2016)

From the chart above, Republic of Korea was in the third place left United of America and Mauritius behind with a significant point. Republic of Korea government implement e-government in purpose to decrease the number of corruption, increase the transparency, greater convenience, increase in government income, and cost reduction (Kenneth & Kponou, 2017). It also can be seen that ROK is the only Asia country that able to surpass the e-government index. Republic of Korea also became parameter and reference for the other countries in Asia especially in Southeast Asia Region. From 11 countries in Southeast Asia, only 6 (six) countries that able to surpass the world e-government

average index, in which Singapore leads with 0.8828 points, followed by Malaysia with 0.6175 points, Philippines 0.5766, Thailand 0.5522 points, Brunei Darussalam 0.5298, Indonesia 0.4478, Lao 0.3090 points, Cambodia 0.2593, Timor-Leste 0.2582 points, and Myanmar ranked in the last place with 0.2362 points. It can be seen that Indonesia has not reach the World Average Index yet in terms of e-government implementation (United Nations, 2016).

Figure 1.2. E-Government Development Index in Southeast Asia 2016

Source: 2016 E-Government Index (United Nations, 2016)

From the chart above, Indonesia is in the 8th place after Vietnam and Brunei Darussalam. There are several factors that affect each countries e-government development index points such as infrastructure or readiness, human skills or human resources, and also the impact of the implementation of e-government to the country economical and social aspect (The World Economic Forum, 2016).

The World Economic Forum (2016) classified there unexpected data from 139 countries around the world regarding to the readiness of the infrastructure, the government's, business, and citizens' usage, and the impact of implementation of ICT/e-Government based on economical and social aspect (The World Economic Forum, 2016).

Figure 1.3. Indonesia Infrastructure and Human Resources Skills
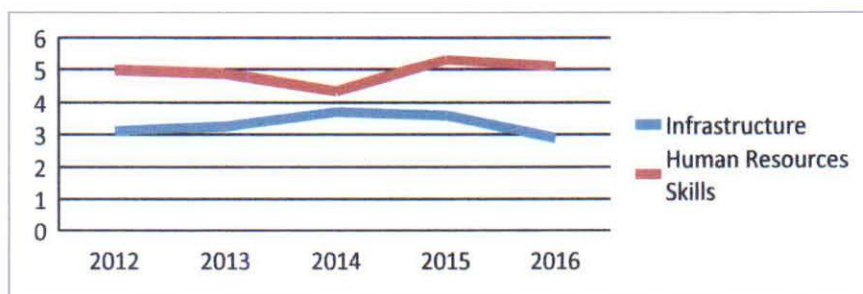
Source: The Global Information Technology Report 2014-2016 (The World

Economic Forum, 2016)

Figure 1.4. Republic of Korea Infrastructure and Human Resources Skills
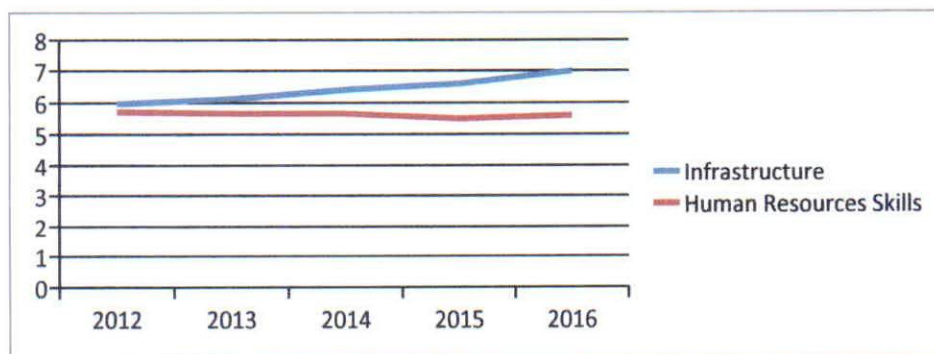
Source: The Global Information Technology Report 2014-2016 (The World

From the data above we can see the differences between Indonesia and ROK in infrastructure and human resources development areas. In 2016 the infrastructure and human resources development gap was very big, which is 0,57 points or a half of it. Meanwhile, the infrastructure and human resources gap in ROK was 1,25 points. It can be simplified from the data shows above that the development of infrastructure in Indonesia keep developing, meanwhile, the human resources are not. In the other hand, the development of Infrastructure and the Human Resources in ROK is almost equal. These conditions are able to affecting the establishment of e-government it-self. As The World Economic Forum discussed in their annual report, that one of successful factors that affecting the establishing e-government is the availability of infrastructure together with the availability of human resources skill as the operator of the program. In short, the program will not able to run well if it is not in the right hand (The World Economic Forum, 2016)

Referring to Ministry of Foreign Affairs of Indonesia, the diplomatic relations between Korea and Indonesia started in 1973, meanwhile the consular relation begin 7 years earlier in 1966. Both of these country keep develop the bilateral, regional, and also multilateral relation and cooperation (Kementrian Luar Negeri, n.d.). The relation within two country and bilateral cooperation move to the next stage in 2006 with the declaration of "Joint Declaration on Strategic Partnership to Promote Friendship and Cooperation between Republic Indonesia and the

The increase of bilateral relations and cooperation is supported by the complementary nature of the resources and the advantages of each other in addition to the process of economic progress and politic is very good that open opportunities and various sectors are widely open (Kementrian Luar Negeri, n.d.). For Indonesia, Korea offers good opportunities as a resource of technology investment and technology products. Korea becomes an alternative source of technology especially in the field of heavy industry, IT, and telecommunication. At a bilateral meeting between President Joko Widodo and President Park Geun Hye on December 11, 2014 the two leaders agreed to; (1) increase Joint Commission Meeting at the level of foreign ministers of both countries to make it easier for the two countries to monitor the development of cooperation between the two countries and follow up the agreement in the Leader level, and (2) the approval of the formation of a joint committee in e-government (Kementrian Luar Negeri, n.d.).

Additionally, refers to The World Economic Forum (2016), in term of infrastructure, Republic of Korea is leading in the 1st position followed by Singapore, Thailand, Malaysia, and Philippines. In term of human resources skill, Republic of Korea is in the 2nd place after Singapore, followed by Malaysia, Philippines, and Thailand. WEF stated that Republic of Korea is one of leading countries in implementing good governance by using ICT (The World Economic Forum, 2015). Republic of Korea surprised the world with the development of IT education environment and rapidly extend the information and communication infrastructure and thus also to keep rapidity with multimedia learning environment

so that you can implement quickly oriented education in pursuit of the constitution that has been changed (Jeong, C., & Ahn, 2014).

In 2016, ROK Anti-Corruption and Civil Right Commission (ACRC) strengthen anti-corruption cooperation with Indonesia's Corruption Eradication Commission (KPK) in term to make the Integrity Assessment, and other anti-corruption policies of Korea can be successfully adapted in Indonesia (ACRC, 2016). In order to enhance cooperation in sharing policies, experience and best practice, technical assistance, joint research, training and bilateral symposium related to the prevention and eradication of corruption the ACRC extended the Memorandum of Understanding on Mutual Cooperation in Combating Corruption with KPK (*Komisi Pemberantasan Korupsi*) for the next two years. Regarding to the ACRC, Indonesia has conducted the Integrity Assessment since 2007, both in central and local government (ACRC, 2016).

Republic of Korea and Indonesia's government give so much efforts in take the lead in International cooperation to fight against corruption, not only because the vision and mission of the ACRC and KPK but also because in term to implement the United Nations Convention against Corruption (UNCAC) and G20 Anti – Corruption Action Plan (ACRC, 2016).According to G20 Anti-Corruption Action Plan 2017/2018, they will continue in implementing their existing commitments by taking an action in several areas(United Nations, 2017). One of the areas is Public Sector Integrity and Transparency, G20 mentioned that the funeral of corruption is determine by the government spending which is also important for the country economies development(United Nations, 2017). In

short, there is a high demand in implementation of ICTs in order to enhance the transparency will be one of the answers in ending corruption.

Infrastructure becomes the main concern of the government in implementing e-government. Presidential decree No. 3/2003 of Republic of Indonesia on *"Kebijakan dan Strategi Nasional Pengembangan E-Government"* or "Policy and National Strategic of E-Government Development", regulates that the government requires to act reliable and trusty, and keep improvethe implementation of e-government through optimizing the information and communication technology system(Dekrit Presiden, 2003). Also, refers to Ministry of Communication and Informatics (KOMINFO) released a guideline that regulated all government agencies both central and local governmenton *"Rencana Induk Pengembangan E-Government"*or "E-Government Development Master Plan" for realizing e-government through both central and local government participation(Kementrian Komunikasi dan Informasi, 2003). Indonesian Law No. 14/ 2008 on *"Keterbukaan Informasi Publik"* or "The Openness of Public Information"stated that the citizens have a right to get all of the information related to the government which is part of the democracy's values and also in implementing Good Governance values. Another policy that regulated e-government is Law No.11 in 2008, this law focus on the regulations, and the procedures on the application of e-government (Presiden Republik Indonesia, 2008).

In the other hand, Indonesia as a developing country in which communication infrastructures are not established yet is affecting the numbers of people in obtaining the information. The availability of this infrastructure is very

pronounced in areas that the process of obtaining information is still limited. Ministry of Communication and Information, Rudiantara, on the *Opening Ceremony Indonesia Infrastructure Week 2015* implies that infrastructure is not all about build a highway, a dam, a ports, a rail stations, and any others tangible public utilities but there is also an infrastructure that cannot be seen or intangible public utilities that really important in fulfilling the public demand on communication and information aspect, especially Internet (Kementrian Komunikasi dan Informasi, 2015b). Until now, the infrastructure facilities are only located in major cities in Indonesia, but not in remote towns or border areas. Moreover, as mentioned in ASEAN Plus Three Cooperation Work Plan 2013 – 2017 point 2.1.8, that each members of ASEAN Plus Three needs to promote the application of information and communication technology (ICT) in the field of customs for better management and service (ASEAN Plus Three, 2012). In the next section, point 2.10.4, mention that one of the main concern of the work plan is to strengthening the support for human resource development in ICT sector to develop and upgrade ICT skills (ASEAN Plus Three, 2012).

Furthermore, even thought there were a lot of agreements have been made between Republic of Korea and Indonesia, an interesting data shows that there is no significant change in the development of e-government in Indonesia. It can be

Figure 1.5. E-Government Status of Korea and Indonesia
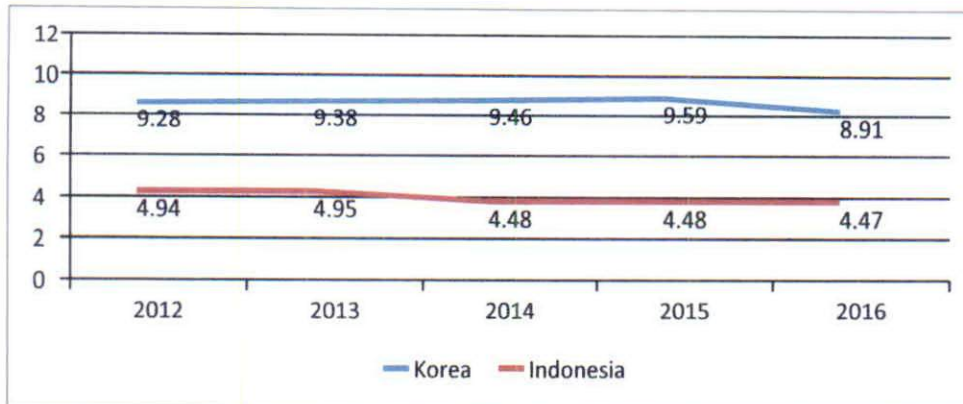
Source: The Global Information Technology Report 2014-2016 (The World

Economic Forum, 2016)

Based on the explanation of the World Economic Forum, a reason why Korea

scores are decreasing on 2016 was because of the historically one of its relative

weakness and also the venture availability is still low. Meanwhile Indonesia

scores keep decreasing from time to time, refers to the Global Information

Technology Forum Report, the main problem that need to be solves are the policy,

legal systems, availability of the latest technologies, and a fixed procedures to

start the program (The World Economic Forum, 2016). Therefore, the fact that

Republic of Korea government introduces e-government to the public since 1986

right after the government established Act on Promotion of Information and

Communication Network Utilization and Information System meanwhile

Indonesia introduces e-government for the first time on 2000 characterized by the

Presidential Decree No. 50 on 2000 about *Tim Koordinasi Telematika Indonesia*

(TKTI) shows that there is a huge significant reason why Indonesia left behind if

compared to the Republic of Korea (Sun, 2013). Refers to the data this situation is very interesting since Indonesia e-government index keep decreasing every years. The Joint Declaration, Memorandum of Understanding, a Presidential Decree, an Act, and any others law or regulation that has been made seems bring no affect to Indonesia e-government development.

Considering to the data and the problems that have been mentioned above, there are two reasons why this academic paper in this study has become important which are: *First*, with the existence of the agreement and cooperation that have been build between Republic of Korea and Indonesia which seems does not bring any effect to Indonesia e-government systems that is proven by the data that shown that Indonesia e-government index is decreasing year by year. Indonesia's government need to be more focus in implementing the practice of e-government and also the government need to be more serious in solving the problems and challenges that occurs in the process of e-government implementation process such as infrastructural and technological matters. These two problems are very essential in hence to solve the problem that government probably meet in the processes of implementation.

A fine infrastructure and technology government will able to communicate in appropriate way, e-government is believed as one way that can be uses by the government in communicating and implementing good government concept especially effectiveness, efficiency and transparency value. *Second*, there are a lot of obstacles that Indonesia government faced in implementing e-government as shown in Figure 5 that Indonesia government status keep decreasing from 2012

till 2016. Based on the data, the reason why Indonesia e-government status decreasing year by years are because there is a several obstacle and failures in the implementation of e-government. In the same time, there is also a lot of consideration and potential implications of implementing and designing e-government also its impact on the citizens that need to be considered by Indonesian government such as referring to Republic of Korea e-government implementation. Furthermore, this academic paper will discuss about what why are the problems and challenges that Indonesia government have in terms of implementing e-government in Indonesia and the possibility of Indonesia government in implementing good practices of e-government refereeing to e-government systems that implement by the Republic of Korea governments'.

1.2. Research Question

Based on the background described above, this research problem can be formulated as follows:

1. What are the factors that make Republic of Korea succeed in the implementation of e-government? And what factors that make Republic of Indonesia failed in the implementation of e-government?

2. Does Indonesia's government need to refer to the implementation of e-government in Republic of Korea?

1.3. Research Objective

1. To study what kind of factors that make ROK succeeds in implementing e-government and what factors that make Republic of Indonesia failed in implementing e-government.

2. To analyze the possibility for Indonesia by referring the implementation of e-government in Republic of Korea.

1.4. Benefits

This research is expected to bring benefits for the basic research field to understand the factors that could bring Republic of Korea into its success in implementation of e-government and to analyze the possibility for Indonesia by referring to Republic of Korea government in the implementation of e-government, the benefits that the researcher expected from this research are as follows:

1.4.1. Theoretical Benefits

This undergraduate thesis is expected to make a contribution or reference for the study of e-government and other science in general, and also to be able to understand the key factors of Republic of Korea government in the implementation of e-government.

1.4.2. Practical Benefits

This undergraduate thesis is expected to be an input for the Indonesian government in implementing e-Government by looking at Indonesian

government possibility in referring to the implementation of e-government

systems in Republic of Korea.

1.5. Literature Review

Table 1.5.1

Past-Prior Research

No	Author(s)	Title	Methodology	Focus	Findings
1.	Rokhman, 2016	"E-Government Adoption in Developing Countries; the Case of Indonesia"	Quantitative Research - Internet Voluntary Questionnaire on Facebook	Indonesia's Internet Users	- Indonesia e-government status had decreased from 85th on 2004 to 109th position on 2010. - Internet users in Indonesia (9,39 percent) have a good intention in adopting the e-government. - E-government is compatible with Indonesian internet users lifestyle and culture. - The problems such as un-integrated policy and unclear procedures are the main problems that government needs to focus on. - A clear policies are needed - A strong relationship between the government institutions are

					important (Rokhman, 2016)
2.	Furuholt and Wahid, 2008	"E-government Challenges and the Role of Political Leadership in Indonesia: the Case of Sragen"	Exploratory Qualitative Research	Citizens' experienceswithe-governmentimple mentationandtheir opinion about the developmentof e-government in the region and in Indonesia in general.	- A clear vision of political leadership is essential. - One of the challenges is on the organizational and cultural changes to execute - There are several challenges that can be solve with a strong political leaderships (Furuholt & Wahid, 2008).
3.	Nakamura and Kim, 2018	"Public Trust in Governmen t in Japan and South Korea: Does the Rise of Critical Citizens Matter?"	Random-Sampling Method	Public Trust	- The corruptions and the misuse of public money for private or personal use and party gain by the Japan's politicians is the main problems - South Korean focused on promoting the transparency, openness, and integrity of government institutions. - There are three important aspects in empowering the citizenship - The other important things that need to be concern is the political leader (Nakamura & Kim, 2018).

.	Lim, 2010	"Empoweri ng Citizens Voices in the Era of e- government : Implication s Form South Korea Cases"	Explanatory Qualitative Research	Citizens Empowerment	- The using of web technologies by enhancing the activities of public delivery services (Lim, 2010)
5 .	Carter and Belanger, 2004	"Citizen Adoption of Electronic Governmen t Initiatives"	Mix-Method	Citizen Readiness in Using E-Government	- There are four advantages in implementing e-government for both government and citizens - Integrated government is the main key in (Carter & Belanger, 2004)..
6 .	Kim, Kim, and Lee, 2009	"An Institutional Analysis of An E-Governmen t System for Anti-Corruption: The Case of OPEN"	Single Case Study Design	Republic of Korea OPEN Systems	- By implementing e-government, citizens could get more access to information regarding to all of government activities. - The main factors that could lead the systems to a success is a strong leadership and organizational support among the parties. (Seongcheol Kim, Kim, & Lee, 2009)
7 .	Sangki, 2017	"Vision of Future E-Governmen	Qualitative Research	Vision and the future of the country referring	- E-government project were implemented in

| | | t Via New E-Governmen t Maturity Model: Based on Korea's E-Governmen t Practice" | | on Korea's e-government practices | aims to increase the participation numbers though the internet, improving public services, national welfare information, food and drug information, and others public services
- The first steps in implementing e-government are a policies or an integrated regulation that could bring strengthen the government from the inside
- There is at least four stages of e-government new models that is expected to make Korea experience more intensified and mature government; bureaucratic model, information management model, participatory model, and government model (Sangki, 2017). |

Rokhman (2016), in "E-Government Adoption in Developing Countries; the

Case of Indonesia" discuss about what the citizens needs or expectation from the

existence of e-government in Indonesia. This journal shows that Indonesia e-government status had decreased from 85th on 2004 to 109th position on 2010. This fact is contrary to the using numbers of the internet in Indonesia. The research was focused on the internet users in Indonesia, since the success of implementation of e-government is not only dependent to the government support but also on the citizen's willingness (Carter & Belanger, 2004; Rokhman, 2016). In short, governments need to know the ability of the citizens in adapting to the new systems. The surveys shows that 705 from 751 internet users in Indonesia (9,39 percent) have a good intention in adopting the e-government. The result shows that there is a high expectation from the citizen to the government in aims to get a better service delivery through e-government (Rokhman, 2016).

Furthermore, the assumption that Indonesia is not ready with e-government is not proven. In conclusion, e-government is compatible with Indonesian internet users lifestyle and culture, and Indonesian internet users ready to receive a services delivery by using e-government concerning the efficiency and the effectively in using e-government (Rokhman, 2016). This research reveals that the problems such as un-integrated policy and unclear procedures are the main problems that government needs to focus on. However, both of central and local government needs to make a clear policies regarding to the implementation and a strong relationship between the government institutions are important to make it happen (Rokhman, 2016).

Furuholt and Wahid (2008) in "E-government Challenges and the Role of Political Leadership in Indonesia: the Case of Sragen" discuss about the

importance role of the leader in deciding or implementing the program (Furuholt & Wahid, 2008). Based on the research a clear vision of political leadership is essential in ensuring the successful the implementation of e-government and the efficiency in terms of management changes. The interview shows that one of the challenges is on the organizational and cultural changes to execute. The scholars stated that the *Bupati* of Sragen often asked the staff to just quit the job if they do not want to follow the e-government processes. Even though the instruction shows that the leader is an authoritarian leader, this methods works effectively on e-government implementation process. Furuholth and Wahid (2008), mentioned that there is three challenges of implementing e-government; (1) the management factor, (2) the human factor, and (3) infrastructure factor. However, those three challenges will be able to be solve with a strong political leaderships (Furuholt & Wahid, 2008; Heeks, 2003). In short, a strong leader could be the answer for those who wants to implement e-government systems (Furuholt & Wahid, 2008).

Nakamura (2018) wrote in "Public Trust in Government in Japan and ROK: Does the Rise of Critical Citizens Matter?" explained that there is a challenge for the government in Asia to continuously reforms in response to the globalization and the citizens' demands (Cheung, 2005; Nakamura & Kim, 2018). The public distrust to the politicians and politics were centered during the postwar era and high respect and trust were on the bureaucracy (Nakamura & Kim, 2018). The corruptions and the misuse of public money for private or personal use and party gain by the Japan's politicians became a significant factors that make the citizens not putting their trust on the politicians (Nakamura & Kim, 2018).

In 1999, Japan enacted a various government reform by the Central Public Services Ethics Law, Law No. 129 of 1999, as a response to citizens' dilapidated trust in government. In the same year, between 1981 and 2001 ROK's trust in government was decreased. Moreover, through reforms and innovations ROKn government made a significant progress in government effectiveness which are focused on promoting the transparency, openness, and integrity of government institutions (Nakamura & Kim, 2018).

Nakamura and Kim (2018) implies that there is three important aspects in empowering the citizenship; (1) citizens have a power to influence any of government policy and action, (2) citizens have a right to be informed by any of government action and functions, (3) citizens have an opportunities to giving an input or feed back to any government actions (Nakamura & Kim, 2018). Nakamura and Kim (2018), stated that the other important things that need to be concern is the political leaders, in this case Nakamura and Kim argue that Japanese government needs to establish a strategy and a solid institutional capacity to coordinate policy between political parties and keep responding to any problem that concerned with government performance, transparency, citizens participation, and strengthening democratic governance values, affect citizens' expectation of effective, confident, and flexible government as what ROK government practice (Nakamura & Kim, 2018).

In conclusion, in enhance the public trust to the government; the political leader needs to; (1) encourage the both of government's institution and stakeholders to be creative and innovative, in react to the globalization or any

problem that probably will appears in the future, (2) promote and communicate vision and goals in purpose to reach the same goals that focused in fulfilling citizens' high demand, (3) monitoring government performance on each 'of action or activities that being done by the other government's institutions which will involve the citizens' participation (Nakamura & Kim, 2018).

Followed by the research that has been conducted by Lim on 2010 about "Empowering Citizens Voices in the Era of e-government: Implications Form ROK Cases", the using of web technologies by enhancing the activities of public delivery services between government to the citizens could examine the implementation of democratic values (Lim, 2010). By using implementing e-government, citizens does not need to done a traditional offline access in order to get what they need from the government (Lim, 2010). Citizens used to follow complicated routines such as going to the government's office, filling out various application forms, and they need to spent more time in charge to queue up (Kellogg, 2003; Lim, 2010).

Carter and Belanger (2004) discussed in their journal "Citizen Adoption of Electronic Government Initiatives" that government can increase the convenience and accessibility of government services and information to the citizens through electronic government or e-government (Carter & Belanger, 2004). They also mentioned there are several advantages in implementing e-government for both government and citizens such as; (1) increasing government accountability to citizens, (2) greater public access to government information, (3) increasing the efficiency of service delivery, and (4) reducing the service delivery cost-

effectively. In implication for its practice, government needs to emphasized the advantages of the using of e-government from the citizens' perspectives. The integrated government will be the main key in the implementation of e-government in which the government needs to practice the new way of public services delivery as natural as possible (Carter & Belanger, 2004).

Kim, Kim, and Lee (2009) in "An Institutional Analysis of An E-Government System for Anti-Corruption: The Case of OPEN" discussed about how e-government could lead a government to a greater transparency and combat corruption (Seongcheol Kim, Kim, & Lee, 2009). By implementing e-government, citizens could get more access to information regarding to all of government activities. In the implementation of e-government, Republic of Korea has a broadband service with high rate of diffusion that lead to the growth of electronic commerce. The implementation of e-government also make Republic of Korea's government and businesses keep develop their infrastructure, services, and their public services application that able to be accesses though mobile phone. For the example, when the citizens want to make a construction permits, the citizens does not have to go meet different place or office after their submitting their application. They can track their application and documents' status by accessing the internet from the mobile phone or from their computer at home (Seongcheol Kim et al., 2009).

About more than 6.7 million Korean had visited the site on 2007 and more than 2.9 million documents had been processed and recorded since the first time the OPEN system being introduced by Mayor Koh on April 15th, 1999. This

system make the citizens do not need to wait in long queue when they want to get a construction permits or any others permit that need to be approved by the government. The main factors that could lead the systems to a success is a strong leadership and organizational support among the parties, in which shows that Mayor Koh put all of his efforts in fight against the corruption on 1999 by break undesirable customary services (Seongcheol Kim et al., 2009)

Sangki (2017) in "Vision of Future E-Government Via New E-Government Maturity Model: Based on Korea's E-Government Practice" discussed about the vision and the future of the country referring on Korea's e-government practices (Sangki, 2017). E-government practices are focused on the citizens' participation. With the 31 e-government roadmap project that were carried out and about 12 e-government project under the President Roh's (2005-2007) were implemented in aims to increase the participation numbers though the internet, improving public services, national welfare information, food and drug information, and others public services. After the time of President Roh's, President Lee's (2008-2012) continued the roadmap by develop their infrastructure and human resources which can be seen by the numbers of internet users in Korea. However, this research shows that the first steps in implementing e-government are a policies or an integrated regulation that could bring strengthen the government from the inside. This research shows that there is at least four stages of e-government new models that is expected to make Korea experience more intensified and mature government; bureaucratic model, information management model, participatory model, and government model (Sangki, 2017).

In conclusion, most of the scholars seek e-government as a gateway for a country to escape from corruption and also to increase public trust in the government. By practicing e-government will bring a huge affect both on social aspect and economical aspect of the country it-self. Almost all of the scholars agree that Republic of Korea is the best model of one of the counties that implement e-government. Moreover, this research is different compared to the previous researches that have been done by the scholars mentioned above. This research is focusing in the factors that make ROK succeed in the implementation of e-government and the factors that make Indonesia failed in it. This research is using descriptive qualitative methodology to analyze and explain the phenomenon that happened in both countries in term of the establishment and implementation of e-government.

1.6. Theoretical Framework

1.6.1. E-Government Definitions

Government and governance is two different things (Hwang, 2011). Government is an supra-structural institution that uses to translate politics into policies for the society, while the outcome of the interaction of the government, public service, policy, and program that the government made are translated as a governance (Kumar & Sinha, 2007; Salsabila & Purnomo, 2017). Both formal and informal acts that related to the authority and creates formal obligations that conducted exclusively by

governments is the implication of governance (Robert O Keohane & Nye, 2017; Salsabila & Purnomo, 2017).

Electronic Government or E-Government it-self is an information technology (ICTs) platform that being uses by the government and another government institutions in transmitting public needs (Kumar & Sinha, 2007). The platform is translated as technologies that government use such as Wide Area Networks (WAN), the Internet, and mobile computing are believed have the ability to transform relations with citizens, businesses, and government into an integrated relations (Salsabila & Purnomo, 2017). Serving a better public delivery services from the government services to citizens, improving interactions between the government with the business and industry sectors, empowering citizens participation through internet, decreasing the number of corruption, increased transparency, greater convenience, revenue growth, and cost reductions are several factors that the government believe to achieved in establishing the information and communication technology (ICT) systems (The World Bank, 2015). The use of e-government can give a lot of benefit to citizens, business partners and government in where all of the public services delivery are modernized, integrated, and seamless to the citizens (Silcock, 2001). These systems is expected to utilize an efficiency networking systems in realizing a better public services delivery (Global Business Dialogue on e-Society, 2012). The concept of e-government has been translated into different

perception depends on the country or the community that adapting this concept.

As Indrajid (2006) discuss in his research that America, Nevada, and Italy have different perception in understanding e-government (Indrajid, 2006). America defines e-government as an online information and public services delivery that government give to the citizens by using internet or any digital devices. Meanwhile, Canada defines e-government as an online public service delivery that able to replace the old traditional in aims to make it easier either for the citizens and the business to access government public services. Canada sees e-government as operational tools that could make the process of public services delivery more effective and efficient for the citizens and also of the government it-self (Indrajid, 2006).

Moreover, in Italy e-government has been seen as a modern tools in using technology of information and communication on government administrative field by using the application, such as; computerize design for each department or individual and division in purpose to create an efficient public services delivery, a computerize services for the citizens and businesses in which sometimes engage in with the government relating to the integrations of public services delivery implementation, and using e-government as a final tools of medium for the government in delivering public services to the public (Indrajid, 2006). In ease, in America e-government defined as an online information and public services delivery, In Nevada, e-government defined as a modern tool that able to replace the

old traditions of bureaucracy in delivering the public services. Meanwhile, Italy sees e-government as modern government administrative processes by using an application (Indrajid, 2006).

The information technology has the potential to transform government structures and to enhance the public services delivery qualities with two main opportunities that government can get, such as: (1) reducing cost and increasing productivity which lead to efficiency and effectiveness, and (2) a better quality of government public services (Gil-Garcia & Pardo, 2009). E-government explained by Miscuraca (2009) have several benefits based on three different dimensions, there are economic dimension, social dimension, and government dimension (Misuraca, 2009). From economical dimension, the benefits of implementing e-government can lead to cost-efficient, in the same time increasing the quality of public services delivery. In social dimension aspect, e-government could give a lot of benefit both for the business and the public such as, a better targeting government services, capacity building, open a job vacation, increasing public participation, and etc. Besides, in government demission, e-government could help the government to achieve the value of Good Governance and increase the public trust by maximizing the transparency, effective and efficient, and accountability in every government activities (Misuraca, 2009).

E-government is considered as an effective tool for government administration in providing public services delivery to public, businesses

and other governmental institutions (Salsabila & Purnomo, 2017). A high demand from the citizens makes e-government become a very serious matters and need to be considered by the governments in aims to increase the public trust and strengthen the constitutions (P & S, 2004).

Additionally, there are five models of e-government that classified the governments stages in the establishing e-government referring to Klievink and Janssen, in which, a higher levels of customer orientation require higher levels of flexibility since the processes involved a unique business process with many organizations and departments interactions (Klievink, B., & Janssen, 2009). The five stages models are;

1. *Stovepipe Model*: The information is not shared well since the limited numbers of applications, and products that have not interconnected yet.
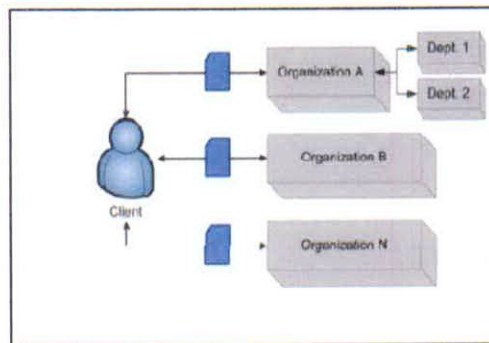
Figure 1.6.1.1. Stovepipes Model
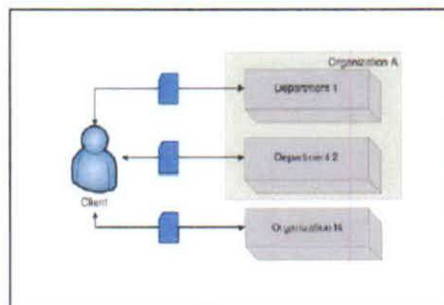
Source: Realizing Joined-Up Government: Dynamic Capabilities and Stage Models for Transformation (Klievink, B., & Janssen, 2009)

2. *Integrated organizations Model*: Although, it is hard to make any inter-organizational system. The service delivery and IT within organizations are already integrated to each other by making one-stop shop at the organizational level.
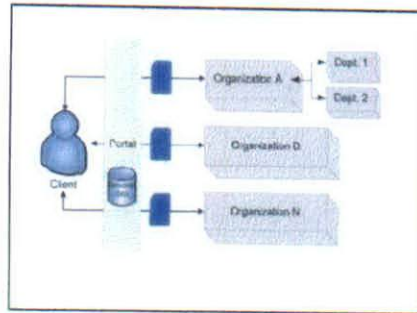
Fig 1.6.1.2. Integrated Organizations Model

Source: Realizing Joined-Up Government: Dynamic Capabilities and Stage Models for Transformation (Klievink, B., & Janssen, 2009)

3. *Nationwide Portal Model*: The model provides an access to existing products, such as a digital safe system. The systems can be used as an information portal for the government organization in accessing the information of its' product or services that are requested by the citizens or the business.
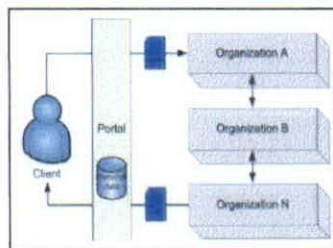
Figure 1.6.1.3. Nationwide Portal Model

Source: Realizing Joined-Up Government: Dynamic Capabilities and

Stage Models for Transformation (Klievink, B., & Janssen, 2009)

4. *Inter-organizational Integration Model*: This model clearly defined
and standardized cross-agency services to be bundled and integrated.
In hence, public are able to purpose their demand by using one portal
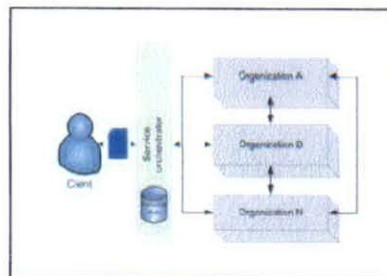services.

Figure 1.6.1.4. Inter-organizational Integration Model

Source: Realizing Joined-Up Government: Dynamic Capabilities and

Stage Models for Transformation (Klievink, B., & Janssen, 2009)

5. *Demand-driven, Joined-up Government Model:* This model offered a chain reversed systems, or in short the model is based on demand driven rather than supply driven systems. The portal will help the citizens and businesses in accessing the government information pages and recommend those who accessed it several options, instead of citizens or businesses having to find and request services.

Figure 1.6.1.5. Demand-Driven, Joined-Up Government Model

Source: Realizing Joined-Up Government: Dynamic Capabilities and Stage Models for Transformation (Klievink, B., & Janssen, 2009)

1.6.2. E-Governance Definition

Hwang (2011) simply explained it as *whatever government does is governance* (Hwang, 2011). Electronic governance or e-Governance is an opportunity for governments to re-formulate or re-build the relations between the governments with the citizens and create more relations with more businesses sectors and other partnership with diverse communities of interest and needs (Okot-Uma, 2000). According to Keohane and Nye

(2000), governance is a processes and institutions, both formal and informal, that guide and control the activities among the groups (R.O Keohane & Nye, 2000).

E-governance has evolved as an information model of government in governs or a model that seeks to realize processes and structures of the information and communication technologies (ICT) (Saxena, 2005). E-governance believed could make governance more effective and efficient in many aspect (Palvia & Sharma, 2007). According to Dawes (2007), e-governance could be examined in terms of five interconnected objectives; (1) a policy framework; (2) High quality and cost-effective government operations; (3) citizen engagement in democratic processes; (4) administrative and institutional reform; and (5) enhanced public services (Dawes, 2017). Additionally, Dawes (2007) added that there is several factors that affect the implementation of e-governance, such as; (1) capabilities and cross-boundary information sharing; (2) inter-organizational collaboration; (3) roles of leadership; and (4) authority in cross-boundary e-governance program (Dawes, 2017).

According to UNESCO in Salsabila and Purnomo (2017), e-governance is the using of information and communication technologies by the public sectors agencies in establishing or realizing all of government action and program in purpose to improving the information and service delivery systems, and encouraging citizen participation in the decision-making process in making government to be more accountable,

transparent and effective. E- Governance is a broader concept that deals with a complex relationship and networks within government regarding the usage and application of ICTs where e-government is limited to develop (Riley & Sheridan, 2006). In short, e-governance has a potential to increase the citizens' satisfaction in public services delivery.

In doing so, Moon (2017) divided the activities of public services delivery into three specification: (1) government to citizen (G2C/ C2G), where the citizens are able to access government information and services online; (2) government to business (G2B/ B2G), which allows online interaction between government and the private sector; and (3) business to citizens (B2C/ C2B), where the business able to deliver the public service to the citizens. This could be happen remembering that government need to work together with the business in realizing citizens' demand. (4) government to government (G2G/ G2G), depending on various levels of governmental agencies, to deliver services government need to work together to make a strong relationship which will make the process more easy to be implemented (Moon, 2017).

Figure 1.6.2.1. Integrated Model Through E-Government
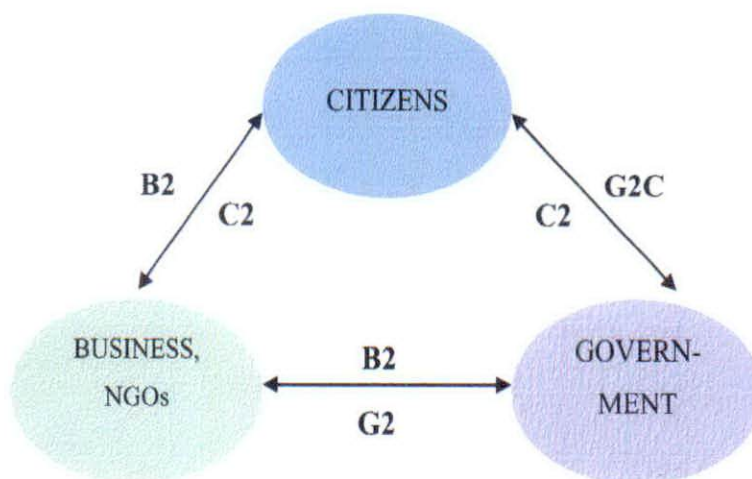
Source: The Evolution of E-Government among Municipalities: Rhetoric

or Reality? (Moon, 2017)

The high demand from the citizens' need to be the main focus of the government which makes the government need to concerned about what the citizens' wants.

Government as it's mentioned above, needs to work together with the private sectors (business) to delivering the public services. Jenkins (2014), there are a number of boarder trends which also driving and demanding the change of public services (Jenkins, 2014). There are six boarder trends that mentioned by Jenkins (2014), *first* is An ageing population: the increasing of the relative size of the elderly population will also increase the demand of the public services while in the same time decreasing government's ability in delivering the public services that the elderly needs. *Secondly,* uneven shifts of population: irregular patterns of ageing between provinces

and cities will result in form of challenges for the assortment of services delivery. *Third*, increasing diversity, the bigger population will also drive a bigger diversity in which each person will deliver people demand in particular ways. *Fourth*, disruptive technology in where technology is on way to changing the way of public services delivering. However, the citizens need to meet the same high standards in adapting to the new systems. *Fifth*, citizen expectation in the using of technology, there is a high expectation in which technology will enable citizens to be better-informed about the governments performance in public services in several aspects or in short term technology will giving a high expectation of reaching good governance concept. *Sixth*, fiscal constraints when government need to reduce the spending on public services delivery is a main reason why the government needs to work for more efficient and effective in many ways of services delivery (Jenkins, 2014).

However, the government need to protect the core values and it's institutions, such as the accountability, transparency, equity and people trust (Jenkins, 2014).

1.7. Conceptual Definitions

1.7.1. E-Government

E-government is an information and communication technologies systems that being use by the government as it's platform in term to strengthen the government starting from the internal sectors and also to build more allies with the business in purpose to deliver public

services to the citizens in the same time, this platform seen as an answer for the government fight against corruption, collusion and nepotism. There are several points that the government need to focus on in the implementation of e-government. E-government allows the citizens to get any government's information and government's activities as much as they want. This concept is the realization of a Good Governance concept since e-government focus on transparency, cost-efficiency, program's effectiveness, and increasing citizen's participation.

Additionally, e-government focuses on the policy, cost-efficient, effectiveness, one roof administration or one portal based administrative and institutional reform, an integrated government, and public trust.

1.7.2. E-Governance

Meanwhile, e-governance is the activities that the government do by using the internet baseline systems that not only about the regulation between the government agencies but also to control the relations among the government, businesses, and citizens. E-governance is more focus on how the services deliveries are going to be delivered and also what kind of public services that the citizens' actually needs. There is big expectation on e-governance due the possibility of better public services since the government need to find

out what the citizens' needs first before the implementing the policies. As mentioned above that the interaction between government, citizens, and business does not work in way but vice versa. As the example, the government needs to pay attention to the number of an ageing population, uneven shift of population, and citizens' capability before implementing e-government. Government also needs to make a supportive environment in which to help the public learn the new systems quickly.

The increasing diversity will lead to a numerous numbers of demands of citizens that need to be considered by the government harnessing information will be very important for the government in collecting the realistic data that occurs on the field to understand the citizens' expectation regarding to each policy that will be implemented. To make it happened, government need a strong leadership that can make a better collaboration and relations within the government agencies. In doing so, government can reduce the spending on public services delivery and make it more effective and efficient.

1.8. Operational Definition

Operational definition shows the indicators that will be the main focus of the research, such as:

a. E-government implementation status, as measured in:

1. Government readiness

   - Infrastructure

   - Human Resources Skill

2. Integrated government system,

3. Public services delivery model.

1.9. Research Method

In analyzing the key factors of Republic of Korea in establishing good practices of e-government, this academic undergraduate thesis used a qualitative method. Moleong in Arizma (2012) explained that qualitative research is a one of research methodology that aims to understand the phenomenon of what is experienced by the subject of the research. For the example; the behavior of the subjects, the subjects' perceptions, the subjects' motivations, its' actions, or the holistically aspect of the subjects that is comes in the form of words and language, in a unusual ordinary context and by utilizing a multiplicity of natural methods (Moleong, 2012).

1.9.1. Type of the research

There are four approach that being use in the research according to Marshall and Rosman in Creswell (2014) such as; exploratory research, descriptive research, explanatory research, and emancipator research (Creswell, 2014). The first type is an exploratory research is conducted in which the researcher is lack of acknowledge and understanding of the

occurrence. This approach is being used in aims to seek a new insight by delivering questions and ideas for the further research. Second, descriptive research is a research that describes the phenomenon or the situation that can be seen or a phenomenon that exist, both a natural phenomenon and un-natural phenomenon (man-made). The phenomenon could be in a form of activities, characteristics, changes, relationships, and also the differences between two or more phenomenon. This approach can be used to identify and analyze either the factors or the characteristic of the subject. Third, explanatory research is an research approach that will explain the relationship between two or more variable that will not only demonstrate the phenomenon of the research but also to test the hypotheses of the cause and effect. Besides, the fourth types is an emancipatory research is an approach that aims to engage in social action such us citizens' or public or social empowerments (Creswell, 2014).

In this research, the researcher used descriptive qualitative research that focus on analyzing the similarities and differences between two countries, Republic of Korea and Indonesia in terms of e-government implementation starting from 2012 to 2016.

1.9.2. Data Collection Technique

The researcher uses the library research in collecting the data from the books, annual reports both from government agencies and NGOs, academic journal, articles, newspapers, and other sources that are relevant to this

research. The type of data that the researchers use is a secondary data from various sources that have a possibility to answers the research question. The data are obtained from the result of the research that has conducted by other institutions related to the occurrence that can explain about e-government status both in Republic of Korea and Indonesia.

1.9.3.   Type of Data

The researcher uses secondary data sources in which the data were obtained indirectly. The data were gained from analyzing the documents in forms of literature, annual report, governments' archives, books, and previous individual or institutional research that relevant to research objective (Moleong, 2012). In this research, researcher gathering data from United Nations (www.un.org & www.publicadministration.un.org). The World Economic Forum (www.weforum.org), The Group of Twenty (G20) (www.g20.org), ROK Anti-Corruption and Civil Right Commission (ACRC) (www.acrc.go.kr), Ministry of Science and ICT (www.msip.go.kr), ROK National Law Information Center (www.law.go.kr), IT Stastistic of Korea (www.itstat.go.kr), Korea Association for ICT Promotion (www.kait.or.kr), Ministry of Communication and Information of Indonesia (www.kominfo.go.id), and Statistic Indonesia Governmnet Office

1.10. Data Analysis Technique

The researcher uses data analysis technique by collecting data from the book, literature, journal, annual reports, articles, government archives, previous research, and other sources that relevant with this research. In analyzing the data, there are four steps that the researcher conducted in qualitative data analysis. First, the researcher compiled all of data from two countries and classifying the data in aims to determines if is sufficient and useful or if it is not. Second, the researcher analyzing each country's data based on the indicators that had been mentioned above. The third step is data processing, in which involves the selection and arrangement of the data gained into qualitative data. Fourth, the researcher will compare two data that had been gathered in aims to answer the research questions.

1.11. The Systematic of Writing

The researcher employs a systematic writing technique as follows:

Chapter I, Introduction, consist of: background, research question, research objectives, research benefits, literature review, theoretical framework, conceptual definitions, definitions of operational, types of the research, research location, data collecting technique, and data analysis technique.

Chapter II, Research Description, consist of: e-government in Republic of Korea, and e-government in Indonesia.

Chapter III, Result and Discussion, this chapter will discussed the e-government implementation in Republic of Korea and what kind of factors that lead Republic of Korean able to implement best practice of e-government, and the

e-government status in Indonesia in the same time will discuss the lack of Indonesia government in implementing e-government and the possibility of Indonesia in implementing e-government in the future by referring to Republic of Korea e-government implementation systems.

Chapter IV, Conclusion, consist of: the conclusion of the research, and