

ELECTRONIC GOVERNANCE MODEL IN PUBLIC SERVICE: A STUDY CASE OF INVESTMENT AND INTEGRATED ONE-STOP SERVICE OFFICE IN MAKASSAR CITY

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ABSTRACT

This study aims to recommend an electronic alignment model of governance to realize a one-stop integrated licensing service for the One Stop Investment and Licensing Service. This study uses a qualitative approach as a method of solving problems. Data collection uses in-depth interview techniques, observation and documentation. Data were analyzed through the stages of business process analysis, analysis of qualitative data, namely data reduction, data coding, conclusion drawing. Maturity Analysis, and SWOT analysis. The dimensions of the alignment process that measured sequential maturity, that is non-existent, Initial/ad hoc, repeatable, defined, managed and optimized. The dimensions of the process of harmonizing the authority of managing permits with Technology Governance in public services still reach the Initial / ad Hoc level to be defined or the failure rate of the alignment process that is still high. While the Electronic Governance dimension is needed to make improvements and optimization of support, capacity and value to realize integration and simplification of services. While the IT governance dimension is needed in order to improve efforts to improve process automation, improve the relationship of IT Governance processes, improve structure, processes and mechanisms (relationships) to realize the process of alignment and interruption processes.

Keywords: Electronic governance, one-stop service, public service, integration.