



## The Role Of E-Government In The Development Of Social Management 5.0 In Indonesia

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**Abstract:** Entering the era of Society 5.0, technology has begun to consider the human aspect of problem-solving in the public sector. Government agencies must adapt to the various technologies that have developed during the Industrial Revolution 4.0. Not only the technical aspect but also the social aspect of the use of technology must also be raised to be able to improve people's quality of life sustainably. Society 5.0 is expressed as a concept that is considered capable of bringing about the human aspect of using technology in the industrial revolution 4.0. E-government is considered suitable for Society 5.0, where the use of technology is for the benefit of citizens. This conceptual study aims to provide insight into the role of e-government in supporting the advent of Society 5.0 through aspects of economic, social, and environmental sustainability. However, the intensification of bureaucratic reform towards the era of Society 5.0 in Indonesia has encountered various obstacles related to the still-pervasive bureaucratic pathology, the culture of corruption, and the lack of preparation of the bureaucracy. administration to change the use of technology and information in directing public services to the community. Therefore, the planning for the development of the personnel apparatus in the strengthening of bureaucratic reform towards the era of Society 5.0 must be carried out appropriately by responding to various obstacles that arise as well as all forms of change and development of the environment at that time. The method used to collect research data is a literature review and data analysis technique through a qualitative approach. The results show that e-government can support the sustainability of economic, social, and environmental aspects. From an economic point of view, e-government increases the efficiency and effectiveness of an organization's operations so that a large amount of work can be done quickly using a minimum of resources. For the social sector, it allows people to have equal access to quality public services. From an environmental perspective, e-government is considered capable of supporting various programs related to environmental conservation. A conceptual framework has also been developed to provide a summary of the role of e-government in supporting Society 5.0.

**Keywords:** E-Government, The Development of Social and Management 5.0

### INTRODUCTION

The development of information and communication technology has affected the working system of an organization, one of which is a government agency. The use of this technology offers the potential to accelerate the policy-making process as it can more easily and quickly collect and analyze data (Tönurist, 2015). Gupta, Dasgupta, and Gupta (2008) in

their research have shown that the use of information and communication technology in government agencies can improve the quality of work among organizations and their employees. The argument of Gupta, Dasgupta, & Gupta (2008) was confirmed by Ferdika & Nasution (2020) in which the use of information and communication technology in the timekeeping system of employees in government agencies/ E - Thoughtfulness is said to increase motivation and work. performance. The budget performance monitoring and evaluation program of government agencies can be effectively implemented using this technology (Erhan et al., 2017). In addition, this technology can reduce bureaucratic processes, in the sense that it increases not only efficiency and effectiveness but also organizational and management structures (Turnip et al., 2018).

Entering the era of society 5.0, the implementation of using technology began to pay attention to aspects of the humanities to create different tools in the process of solving existing social problems (Faruqi, 2019). Of course, this requires optimal management of human resources (HR) to strengthen the organization's reputation by increasing the efficiency of each bureaucracy in the areas of information, communication, and publicity. technology (ICT), to facilitate future tasks' performance (Rustandi, 2019). Then, as part of the effort to achieve good governance, the human resources of the administrative apparatus should always be directed towards the use of technology in the management of government services, simplifying various regulations. and, in the process of bureaucratic reform (Mardawani & Relita, 2019). Efforts to improve governance structures in the areas of institutions, management, and human resources are called bureaucratic reforms (Adlin & Handoko, 2019; Ferizaldi, 2018). When there is a desire to reform the bureaucracy, this can be understood as a process of promoting change for the better to create a clean, open, and accountable government. (Ferizaldi, 2019; Haning, 2018). An e-government system with a bottom-up approach can be an alternative to an efficient, effective, and transparent management process (Yuhefizar et al., 2019). Therefore, innovation is necessary to adapt to changes and develop the human resources of civil servants sustainably so that they can create public service innovations in the direction of information technology applications. Wardani, 2019). The public's desire for a transparent and accountable bureaucracy, coupled with increasingly uncertain environmental conditions, has prompted the government to experiment with governance as part of its reform efforts. public sector administration (Kurniati & Nugroho, 2019). Reinvigorate the bureaucracy to achieve e-governance-oriented, transformation is accomplished by developing innovation, building cooperation and synergy, and responding to challenges. the environment changes very quickly (Rahadian, 2019). Furthermore, the community orientation of public services not only plays a role in improving the operational efficiency of the administrative apparatus but also becomes a strategic element in the development of government administrative services in the region. future (Hidayat, 2019). Therefore, to improve sustainable development, the government apparatus must be able to improve its skills in the field of knowledge and technology and must be creative in anticipating various problems, both political and economic. formal and informal (Sakti, 2019), using technology wisdom has been done a lot in the public sector, to maximize the productivity of the work done (Yudoprakoso, 2019). Therefore, the application of artificial intelligence technology will be able to offer advantages in helping to gather information through the collection of data that can be used as a basis for decision-making and improvement. future automation systems (Saluky, 2018).

As the product of government organizations, various public services are currently innovating with information and communication technologies (Jansen, 2012). The Surabaya City Government has implemented e-government around urban planning, such as online budgeting and projects, as well as in the personnel sector, such as performance measurement and promotion. (Suhendra, 2017). The Japanese government is implementing My Post, where people can receive electricity and water bills via email, pay these bills electronically and store transaction data in the E-Mail application (Asato, 2016). The Philippines has developed the National Portal as a platform for the public to receive information on government documents, decisions, and announcements in a single window (Magno, 2018).

E-Government is considered an innovation that moves the government system in a better direction as it creates quality and efficient services with information and communication technology (Yunas, 2020)). Through e-government, the public can collaborate in policymaking and service/co-production (Tõnurist, 2015). The implementation of e-government has the potential to promote open government (Kassen, 2015). Furthermore, the use of information and communication technology is considered to have the potential to increase access to government services for all stakeholders (Gupta et al., 2008). Asato (2016) also argues that the effectiveness and efficiency of e-government can be conceptualized as a one-stop service where all services are accessed through a single portal.

The broad definition of e-government refers to a vehicle for government agencies to use the most innovative information and communication technologies to provide citizens and the business sector with access to information. information and public services, improve service quality and create greater opportunities for participation in the democratic process (Fang, 2002). This definition is consistent with the ideas of Grönlund & Horan (2004), who explain that there are three goals in implementing e-government, namely: more efficient government, quality of service and improved regulation democracy process. Finally, the implementation of an e-government system creates a good management of services.

Using technology that was born during the 4.0 industrial revolution, in the end, e-government is considered capable of creating Society 5.0. The concept of society 5.0 emphasizes that the technology of the industrial revolution 4.0 will coexist with humans as a tool to solve every problem (Ellitan, 2020). Currently, all data regarding our daily behavior can be used as a basis for creating services or products that suit one's needs in a sustainable manner (Widiastuti, 2020). The high penetration of digital technology has made this technology a part of everyday human life. The implication of the concept of society 5.0 explains that humans must use various technologies to get a quality life.

Society 5.0 is a concept introduced by the Japanese government in the document of the 5th basic plan for science and technology (Fukuyama, 2018). The aim of this concept is to create a society with a high quality of life by Industry 4.0 technology, especially for Japanese citizens who are currently dominated by the old age group. The key to this concept is the fusion of cyberspace with real space to generate quality data so that it can be used as the basis for any solution (Fukuyama, 2018). Through this concept, people will live with technology whose job is to deliver valuable solutions and services in a sustainable way. Sustainability is a central issue that must be addressed in the social concept 5.0 (Fukuyama, 2018). As one of the needs of modern people, the use of technology in public services will create products or services that continue to create new values (Government of Japan, 2018). The development of information and communication technology is the key to creating long-term cooperation between stakeholders. According to Rupo et al. (2018), collaboration is an aspect that plays a role in building innovation and sustainability of a product or service.

At the same time, the personalization of information and communication technology is a sustainable form (Lorenzo-Romero et al., 2020).

The concept of sustainability refers to development that meets the needs of the present generation without compromising the ability of future generations to meet their needs (Taherdangkoo et al., 2018). Sustainability is an intersection of three performances carried out by an organization, namely: environmental, social, and economic performance (Carter & Rogers, 2008). As for the context of an organization or company, sustainability refers to an organization's efforts to run a business in a way that is socially and environmentally responsible in the long term (Tascioglu, 2015).

In general, Grigonyte (2016) argues that economic sustainability can be described as a process of allocating and maintaining resources in an efficient and responsible manner, so that they can generate positive impacts. long-term positive effects on society and the environment. In the context of for-profit organizations, economic sustainability generally refers to an organization's ability to consistently generate above-average cash flow and profits (Moisescu, 2018). Public sector organizations have a role to play in maintaining economic sustainability by demonstrating an efficient system (Jaya, 2004). Based on these

different ideas, economic sustainability in public organizations refers to how these organizations can effectively and efficiently use resources to achieve their goals. optimal way through public services.

Social sustainability is based on a grand concept, which is equal access to society (Mishaal & Abu-sharab, 2015). The main objective of the concept of social sustainability is to increase citizen participation, thereby encouraging empowerment in the political process through channels of social interaction (Mishaal & Abushanab, 2015). Sartori, Da Silva, and De Souza Campos (2014) also argue that social sustainability refers to social homogeneity, equality of income, needs, services, and employment. In this definition, social sustainability emphasizes equality of living conditions so that the poor and the rich have equal access to public services.

Two previous empirical research publications have examined how e-government adopts a Social 5.0 perspective. Prasetyo (2019) states that information and communication technology in society 5.0 must be able to create an open government or establish cooperation where relationships are established between citizens and decision-makers. Nursetiawan (2020) states that the development of Industry 4.0 and Society 5.0 has impacted rural communities that want innovation and sustainability in administrative services. Both studies have conceptual shortcomings because the discussion on Society 5.0 does not raise sustainability issues raised by Industry 4.0 technology, so they need to be revisited for a thorough understanding.

Based on the ideas presented earlier, the use of Industry 4.0 technology in e-government can support sustainability aspects in society 5.0. This study will conceptually examine the relevance of using Industry 4.0 technology in e-government to create sustainability aspects in society 5.0. In this case, the emergence of the aspect of using industrial revolution 4.0 technology in the concept of e-government is a bridge to achieve different sustainability issues. This study will establish a conceptual framework to provide an abstraction of the role of e-government. The research questions that need to be answered are:

The role of using Industry 4.0 technology in e-government in creating economic, social, and environmental sustainability in Society 5.0 what?

## LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

### Findings and Observations

The Indonesian economy is still very dependent on the mining sector, the majority of which are exported to the global market. The Indonesian economy in general is influenced by the global economy. In this section, the researcher will describe the results of the research and discussion on the Analysis of E-Government Implementation in Achieving Information System Objectives in the Indonesian economy. In accordance with the research objective, namely, to determine the application of e-government information systems that support and hinder the implementation of e-government information systems in building a management society.

### Purpose of Implementing E-Government

The goal of e-government is to increase citizen access to government public services, increase public access to information sources owned by the government, handle public complaints, and equalize the quality of services that can be enjoyed by all citizens. In the Instruction of the President of the Republic of Indonesia Number 3 of 2003 concerning National Policy and Strategy for the Development of E-Government, in this case, e-government is directed to achieve 4 (four) objectives, including:

1. Establishment of an information network and public service transactions that have quality and scope that can satisfy the public at large and can be reached in all regions at any time, without being limited by time, at a cost that is affordable to the community.
2. Formation of interaction relations with the business world to increase the development of the national economy and accelerate the ability to deal with change and competition in international trade.

3. Formation of mechanisms and channels of communication with state institutions and provision of public dialogue facilities for the public so that they can participate in the formulation of state policies.
4. Establishment of a management system and work processes that are transparent and efficient as well as facilitating transactions and services between government agencies and autonomous regional governments.

Considering the current conditions, the achievement of e-government strategic goals needs to be implemented through 6 (six) closely related strategies, namely:

1. Developing a service system that is reliable and trustworthy, and accessible to the wider community.
2. Organize the management system and work processes of the government and autonomous regional government in a holistic manner.
3. Utilize information technology optimally.
4. Increasing the participation of the business world and developing the telecommunication and information technology industry.
5. Developing human resource capacity in both government and autonomous government, accompanied by increasing community aliteracy.
6. Carry out systematic development through realistic and measurable stages.

## METHODS

This study uses a kind of quantitative research, as the researchers wish to analyze how the implementation of e-government affects the development of a managed society. Therefore, the sampling technique used in this study was saturated sampling, which sampled all members of the population, while the community sampling technique for comparative data used random sampling, i.e., a random sample from all persons found at the study site. Did. Researchers will test validity using SPSS software version 25.0.

## CONCLUSIONS

The existence of Society 5.0 is a concept that can bring out the humanistic aspects of technology utilization in Industrial Revolution 4.0. E-Government is seen as related to Society 5.0, where the use of technology is aimed at the benefit of citizens. However, intensifying bureaucratic reform for the era of Society 5.0 in Indonesia is due to the still prevailing bureaucratic pathology, a culture of corruption, and bureaucratic reluctance for public services to use technology and information in relation to the community. We face various obstacles related to our true intentions.

From an economic standpoint, e-government improves the effectiveness and efficiency of an organization's performance, enabling it to complete large volumes of work quickly with minimal use of resources. On the social side, it enables the public equal access to quality public services. From an environmental point of view, e-government is seen as suitable to support various environmental protection programs. A conceptual framework was also developed to abstract e-government roles in support of Society 5.0.

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