

Implementasi E-government dalam pelayanan perizinan pemakaman online di Provinsi DKI Jakarta = E-overnment implementation in funeral licensing services in DKI Jakarta Province

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Abstrak

Permasalahan pelayanan perizinan pemakaman di DKI Jakarta yang carut marut dikarenakan keterbatasan lahan pemakaman, sarat akan praktik pungli, percaloan dan petak makam fiktif membuat Pemerintah Provinsi DKI Jakarta melalui Dinas Pertamanan dan Pemakaman mengimplementasikan e-government dengan membangun sistem pelayanan perizinan pemakaman online. Menggunakan pendekatan postpositivism dan metode kualitatif, penelitian ini menjawab bagaimana implementasi e-government dalam pelayanan perizinan pemakaman online di Provinsi DKI Jakarta dan menganalisis berbagai faktor yang dapat menghambat implementasi tersebut. Hasil penelitian menunjukkan bahwa implementasi e-government dalam pelayanan perizinan pemakaman online di DKI Jakarta belum dapat dikatakan berjalan dengan efektif dan efisien dalam hal pemberian layanan publik dan prosesnya masih melalui beberapa pintu karena pemberian rekomendasi teknis dari TPU masih dilayani secara manual meskipun data pemakaman sudah online dan terintegrasi. Selain itu, implementasi pelayanan perizinan pemakaman online menghadapi beberapa tantangan dari aspek teknis, sosial, dan pembiayaan, karena ketersediaan komputer dan jaringan di TPU dengan luas lahan yang kecil belum memadai, kurangnya akses informasi mengenai pelayanan perizinan pemakaman online masih terdapat kendala baik dalam pengadaan hardware, pengembangan sistem dan juga anggaran untuk pendidikan dan pelatihan.

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The problem of funeral licensing services in DKI Jakarta is chaotic due to the limitation of burial land, full of extortion practices, brokering and fictitious tomb plots that make the DKI Jakarta Provincial Government through the Parks and Funeral Service implement e-government by developing an online funeral licensing service system. Using the postpositivism approach and the qualitative method, this study answers how the implementation of e-government in online funeral licensing services in DKI Jakarta Province and analyzed various factors that could hinder the implementation. The results show that the implementation of e-government in online funeral licensing services in DKI Jakarta cannot be said to be effective and efficient in terms of providing public services and the process is still through a number of doors because the technical recommendations from TPU are still manually serviced despite burial data already online and integrated. In addition, the implementation of online funeral licensing services faces several challenges from the technical, social, and financing aspects, because the availability of computers and networks in TPU with small land area is inadequate, lack of access to information regarding online funeral licensing services is still a problem in the procurement of hardware, system development and also the budget for education and training.