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## Indonesia local government information completeness on the web

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### Abstract

Electronic government or E-government is a step for bridging the government and its citizen. Indonesia Government issued a e-government regulation which goal is providing easy and affordable information about government for their citizen. Based on the regulation, this study aim to check quality of 548 official websites of local government where information completeness as main criteria. Apart from that, four websites have been chosen for this study namely Wikipedia EN, WikipediaID, DBpedia ID and DBpedia EN. Our investigation found that the official websites is still lacking on Information Completeness compared with Wikipedia and DBpedia. Furthermore, for each criteria, less than 60 % of the official websites of local government that can provide the information about that criteria. In addition, while searching local government name in Google, Wikipedia gets first rank for 88.6% of results. Therefore, the official websites of local government still need to be improved to meet the goal that stated in regulation.

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### 1. Introduction

Providing a clear and concise information is one of the important responsibilities of government in terms of serving its citizen. Mulus [1] stated that information technology used by government is able to provide information and service for its citizen who looking for manage their business or other things.

Electric Government or which usually called by E-Government is one of the method for providing information for the citizen by utilizing information technology. E-government usage itself has been supported by Indonesia government with issued regulations named Instruksi Presiden Republik Indonesia no.3 Tahun 2003 tentang kebijakan dan strategi Nasional Pengembangan E-Government [2]. The objective of the regulation is to oversee the e-government usage as well as provide basic a list of guides for Indonesia government agencies. As stated on that regulation, E-government is defined as developing electronic-based governance in order to improve the quality of public services effectively and efficiently. Through the development of e-government, management system and work process can be reconstructed by optimizing the utilization of information technology. The usage of information technology cover two

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primary activities, namely: 1) data processing, managing information, management system and work process electronically and 2) utilization of information technology development so that public services can be accessed easily and affordable by citizen across the country. The second activity can be done by providing information through a website. According to a report [3] which is issued by Ministry of Communication and Information Technology Indonesia, there are only 533 out of 548 government subdivisions which have a official website.

The Ministry of Communication and Information Technology Indonesia provide a book [4] that consists of list of web content guidelines. There are at least 7 criteria about information that should be included in official website of local government of Indonesia in the book, namely Overview, Local Government, Geography, Local Maps and Resources, Regional Regulations and Policies, News and Guest book. However, a study that conducted by Dana [5] found that an official website that operated by local government still lacks of appropriate criteria. In addition, Hanif [6] reported that there are some of official government websites that are not active or working. Furthermore, the data that are collected by E-govbench application [7] show that there are still many active working official websites of local government of Indonesia that contains less than seven criteria of information needed to show.

Aside from the lack of information available in official local government website, people normally tend to look for information by using a search engine. However, the top rank of web page in the search engine might not be the official subdivision government website especially for not popular government [8]. For example, if we search the keyword kota pasuruan in google.co.id site, the result will show us that official local government website of Pasuruan city, [www.pasuruankota.go.id](http://www.pasuruankota.go.id), will be listed at the first rank. However, if we search keyword kota sorong in google.co.id, the result will show us that official local government website of ternate city, [ternatekota.go.id](http://ternatekota.go.id), listed as eight rank whereas the first rank will be referred to the Wikipedia Indonesia page about ternate instead.

As we observed, from all website that show in top on search engine with keyword that related to local government of Indonesia Wikipedia is one of the most or always show on the top rank and have many information about every local government of Indonesia as can be seen in result subsection in this paper. People are likely to choose the first rank of web page on a search engine result which most likely they will choose Wikipedia. Wikipedia itself store many information about local government of Indonesia but each information provided for each local government is different for each other. For example, information provided in local government of Parigi Moutong will only show bare minimum of information, if we compare this with local government of Kota Surabaya we will get much detailed information.

Further, we found this problem in official website of local government of Indonesia too, but different from Wikipedia which did not have structure or guidelines about how information presented, there is guideline from The Ministry of Communication and Information Technology Indonesia about what information need to show in official website of local government of Indonesia. With that guidelines, official website of local government of Indonesia should have better completeness of information than Wikipedia, but as we stated before some of those website still did not show information that need to show as stated in the guidelines.

Based on that problem, we attempt to observe completeness of information provided in Wikipedia as well as official website of local government of Indonesia. Then we can investigate how the quality of website of local government of Indonesia compared with Wikipedia. Therefore, the main contribution of this paper is:

1. Investigate about level of completeness of Information about local government of Indonesia in Wikipedia
2. Evaluate the quality official website of local government of Indonesia based on comparison about information completeness in Wikipedia

In the remainder of this paper starts with reviewing related works in Section 2 followed by the criteria of a website in Section 3. The methodology will be explained in Section 4. Our findings can be found in Section 5. Finally, we conclude it in Section 6.

## 2. Related Works

The quality of official website of local government has been studied by several researchers. Dana [5] found that official website of local government need to be standardized. Further in his study he propose what information that need to be show in official website local government. Another study conducted by Divky [3] also found that there

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