

## BAB V

### KESIMPULAN DAN SARAN

#### V.A Kesimpulan

1. Perancangan *e-governance* retribusi daerah Dishubkominfo Kabupaten telah berhasil dilakukan, ini dibuktikan dengan hasil perancangan pada dokumen SKPL dan DPPL serta diterimanya paper dengan judul “*Design of E-Governance Retribution at Department of Transportation, Communication and Information Katingan Regency, Central Kalimantan Province*” pada seminar *Quality in Research (QiR)* di Bali tanggal 4-7 Juli 2011.
2. Perancangan rekayasa perangkat lunak *e-governance* berupa *website* ini dilengkapi dengan sistem proteksi keamanan berupa *multiple password* sebagai keamanan berlapis pada *website*, yang bertujuan untuk mencegah data dan transaksi retribusi daerah masyarakat disalahgunakan oleh orang lain. *Password* pertama dilakukan dengan *login* menggunakan *username* dan *password* yang diterima dari kantor Dinas Perhubungan, Komunikasi dan Informatika Kabupaten Katingan, sedangkan *password* kedua yang merupakan OTP (*One-Time-Password*) yaitu bilangan random yang hanya bisa digunakan untuk satu kali transaksi dan akan berganti pada transaksi berikutnya yang akan dikirimkan melalui *mobile user*. Sistem proteksi keamanan ini mengadopsi dari sistem pembayaran *e-commerce* serta memanfaatkan *simcard* pada *mobile user* yang akan berfungsi sebagai

*smartcard*, sehingga dapat melakukan pengiriman OTP melalui *platform sms gateway*.

3. Penilaian hasil rancangan *website* ini dilakukan dengan cara menjaring opini masyarakat dan aparat pemerintah selaku pengguna di masa depan. Hasilnya adalah kedua belah pihak tersebut diatas menyambut baik rancangan *website* dan berharap sistem ini akan dapat mengeliminasi kendala-kendala yang saat ini dihadapi dalam upaya optimalisasi pelayanan publik khususnya pelayanan pada Dishubkominfo Kabupaten Katingan di masa mendatang.
4. Rancangan *website* ini sangat mungkin untuk diimplementasikan mengingat infrastruktur telekomunikasi sebagai pondasi jaringan internet telah menjangkau sampai wilayah kecamatan-kecamatan di Kabupaten Katingan. Satu hal yang perlu diperhatikan untuk implementasi sistem ini adalah dukungan kesiapan sistem yang dimiliki bank untuk mendukung transaksi keuangan terkait pembayaran retribusi daerah secara *online*.

### **V.B Saran**

Saran dari penulis untuk penelitian yang lebih lanjut yaitu :

1. Kesiapan infrastruktur jaringan internet yang sudah ada selama ini harus diimbangi dengan sosialisasi / pelatihan pada masyarakat dan aparatur Dishubkominfo Kabupaten Katingan mengenai penggunaan sistem proses perijinan melalui *website*.
2. Mengingat transaksi retribusi daerah ini hanya terbatas pada masyarakat yang memiliki kendaraan angkutan transportasi sungai berupa kapal, maka perlu adanya penambahan proses perijinan untuk masyarakat yang memiliki kendaraan angkutan didarat untuk pengurusan izin trayek darat, sehingga semua masyarakat yang memiliki kewajiban untuk membayar retribusi kepada pemerintah melalui Dishubkominfo Kabupaten Katingan dapat menggunakan *website* ini.

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# LAMPIRAN 1

# Design of E-Governance Retribution at Department of Transportation, Communication and Information Katingan Regency, Central Kalimantan Province

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## ABSTRACT

Rapid development of information technology make the government especially the Department of Transportation, Communication and Information at Katingan Regency, Central Kalimantan must provide better public services for community. Implementation of e-government should be improved by changing the conventional public service into an online system to achieve good governance system, also known as e-governance. This paper proposes design of e-governance in the form of this website will be equipped with multiple layered security protection systems such as multiple password on the website. First password used as an access to view personal data and find out information about the claim of levy, while the second password is used to print a letter of permission that had been spiked with a digital signature. Second password is the OTP (One-Time-Password) organized as random numbers that can only be used for one-time transaction and will be replaced in the next transaction that will be sent via the mobile user. Security protection system is adopted from e-commerce payment system and take advantage of the mobile user simcard which will serve as a smartcard, which can make delivery of OTP via SMS gateway platform.

## Keywords

e-government, e-governance, password, simcard, sms gateway.

## 1. INTRODUCTION

The rapid progress of technology requires every person to be more responsive and try to use it if they do not want to miss, so did the government who should be responsible for providing information and providing public services for the community. Utilization of information technology made by applying the electronic-government (e-government) to create better governance with emphasis on aspects of accountability, responbilitas and especially transparency. Through the internet, government public service to the community will be able to be improved [10]. E-Government in Indonesia began to be considered since the issuance of Presidential Instruction (Inpres) in 2003.

The government management system which has a hierarchical system of authority and conical and long command sectoral, should be developed into a network organization's management system that can shorten the decision-making and broaden the range of control.

Implementing good e-government will create a better governance (good governance), which aims to improve the quality of the internal organization of government relations, provide information and good service, increase transparency of government to reduce corruption, strengthen the credibility and political accountability. To achieve all that, not only need a good e-government, but also must be augmented with elements of e-democracy through public participation and consultations which are also called e-governance.

E-Governance implementation in Indonesia, particularly in the Department of Transportation, Communication and Information at Katingan Regency, Central Kalimantan is still very minimal. Form of public service is still done with conventional systems, so the people who need information or public service from the Katingan's Department of Transportation must come directly to the office to obtain the desired information and care needs, such as payment arrangements and route permit. The constraints such us long travel time to the office, expensive cost for travel and waiting the administration process, and not to mention if the Head of Department who has the right to sign the papers is not in place, often make the reason for delayed at papers accomplishment such us payment of route permit retribution.

To achieve e-governance in the Department of Transportation, Communication and Information, it need for implementing e-government which is the main requirement for making e-governance. Implementation of e-government conducted by providing the public service website to speed up the process of information and data transaction . The addition of e-democracy elements on the website as part of participation in the form of comments, polls, discussion forums and equipped with an online consultation is the final step in the realization phase of e-governance in the Department of Transportation, Communication and Information in Katingan District.

Implementation of e-governance in the form of a website in the Department of Transportation, Communication and Information, requires security protection so the people (users) are comfortable to using it. This security protection is in the form of multiple passwords. The second password which is a One-time Passwords (OTP) will be sent via the mobile user. Reason of OTP delivery via mobile user that is because the mobile/cellular is a property that is personal and almost all people in Indonesia use and operate it.

Unlike the application of information technology in most private sector organizations that already use the concept of e-commerce extensively, the application of the e-governance concept in public organizations in Indonesia is still lagging. Obstacles encountered in public organizations is not merely the availability of technology or funding, but also about various political and managerial problems. Weak commitment from organization leader and weak human resources are two important factors that often become obstacles for developing e-governance.

Public services that using information technology is certainly require a protection and security which ensures that all transactions are conducted safely, thereby increasing public confidence in using the website / site belongs to the government. This protection system is adopting the e-commerce payment system who cooperate with the Bank for conducting financial transactions.

## 2. PROFILE OF KATINGAN'S DEPARTMENT OF TRANSPORTATION, COMMUNICATION AND INFORMATION

Katingan district is one of the region expansion from East Kotawaringin regency, Central Kalimantan province on the basis of Law No. 5 dated 3 June 2002 concerning the establishment of eight districts and municipalities in Central Kalimantan Province.

Katingan's total area is about 17,500 km<sup>2</sup>, and geographically located in the equator, which is located between 112 ° 0'BT - 0o20 latitude and 113 ° 45 'E - 30 ° 30' latitude and fed by major rivers, namely the Katingan River that had length about 650 km.

Administratively Katingan boundaries are as follows:

- North side borders with Malawi district of West Kalimantan Province
- East side borders with Gunung Mas District, City of Palangkaraya and Pulang Pisau District
- South side borders with the Java Sea
- West side borders with East Kotawaringin District

Katingan consisted of 13 districts with a number of villages 145 villages and 7 villages with a population of 131,049 people (32,997 families) and population density average of 8 km / soul as listed on Source Katingan in Figures, 2007.



Figure1: Monitoring and control activities in several districts in Katingan Regency

One of the Katingan's domestic revenue is obtained from the payment of licensing fees incurred by the Department of Transportation, Communication and Information. Figure 1 are some pictures of Department of Transportation, Communications and Information Katingan activity while monitoring and controlling river traffic in several districts in Katingan Regency.

During the eight years since this department was established, the use of electronic-government technology information systems (e-government) recently applied to the personnel services such as personnel management information systems and financial reporting, meanwhile the public services in the community is still provided by conventional as shown in figure 2, so that people who need information or public service should come directly to obtain the desired information and care needs.



Figure 2: Preparation of licensing documents which is still a conventional

Implementing good e-government will create a better governance (good governance), which aims to improve the quality of the internal organization of government relations, provide information and good service, increase transparency of government to reduce corruption, strengthen the credibility and political accountability. To achieve all that, not only need a good e-government, but also must be augmented with elements of e-democracy through public participation and consultations which are also called e-governance.

### 3. E-GOVERNANCE AND ITS FUTURE

Around the world there has been a paradigm shift in which the government has realized the importance of e-government as a solid foundation to form a more responsive government[2], or often referred as e-governance.

E-Government is the use of information and communication technology (ICT) to promote and support public, private, and the participation of government agencies for the involvement of citizens in creating a responsive democratic[10].

Online government services reflect the paradigm of e-commerce, and one positive aspect of e-government is efficiency, namely the ability of governments to provide the same service or better at a lower cost[14].

Services offered by the e-Government are categorized into three phases: the delivery of information services, interaction with society, and engaged in transactions that can be obtained via the official website of the Government [8].

Public services that is still provide conventionally can not improve the accountability of government itself. By making changes to the landscape of transactions between government and society that still done manually (face to face) to take advantage of technological progress it will get better public services[4]. Advances in technology that are often used for public services are online media on the internet. The goal, of course, other than to facilitate the transaction process can also be used for media interaction between government and society[4].

A website is a key component of online marketing strategy, this means the necessary planning is needed to serve for the right target market effectively and efficiently. Of course consideration of elements such as ease of navigation, aesthetics, content, accessibility, and features such as personalization, and customization are required. Combination of all elements in will directly affect it use[8].

Implementation of good e-government will create a better governance (good governance), which aims to improve the quality of the relation in government internal organization, providing information and good service, increase transparency of government to reduce corruption, strengthen the credibility and political accountability. To achieve all that, not only need a good e-government, but also must be augmented with elements of e-democracy through public participation and consultations which are also called e-governance.

Although e-governance have strong links with e-government, but in application, e-governance has a broader scope. This is because, e-governance is giving more attention to the implementation of good governance through the use of information and communication technology (ICT), in the concept of governance contained elements of democratic, equitable, transparent, rule of law, participatory and partnership[5].

Good governance (good governance) is the most central issues raised in the management of public administration today. The demand for good governance arises because of irregularities in the administration of the state from the democratic values that promote the awareness of citizens to create a system or a new paradigm for overseeing the

administration for not deviated from its original destination. Claims to realizing the country's administration that have ability to support the smooth implementation and integration tasks and functions of state governance and development can be realized by practicing good governance.

e-Governance is defined as the application of Information and Communication Technology (ICT) in building the interaction between government, business and society and aims to provide the service, delivering information and interactive community / communication between the government and society. Here the government acts as a provider of services, information, transparency and interactive communication, while the community acts as an active subject with the government, they use the service, receive information, control the government's decision and provide feedback in the form of opinions, complaints and suggestions are delivered interactively via the website.

E-governance not only can improve the efficiency, accountability and transparency of government processes, but also can be used as a tool to empower citizens by enabling them to participate in government decision-making process (APDIP).

In the state of America, application of Internet technology in government take place quickly. In 2000, only 2% of government sites that provide online services, and in 2007 increased to 58%. All the sites began to provide services publications and databases, and also offers privacy security [14]. The most common services offered include licensing, driver's license and license plate renewal, filing and tax payment, seeking information about missing people, and many more [14]. South Korea started its e-Government steps of the project 'National Basic Information System' is applied for the first time as a first step the commencement of e-government by the Korean government in the mid 80s. Malaysia and Singapore, public services such as transaction taxes have been done online [1].

From the data of top 50 countries in the implementation of e-Government in 2010, Indonesia has not yet entered the order of the index since the implementation of E-Government in Indonesia is still low.

Since the era of regional autonomy in Indonesia in 2000, the public demands for transparency and open government. Better public service by emphasizing service effective, efficient, clean and transparent to the public becomes very important [6].

E-Government and E-governance in Indonesia began to be considered since the issuance of Presidential Instruction of 2003 on the development of national policy towards e-government for good governance [7], however, the development of e-governance in Indonesia is still low because some particular challenges faced by government organizations. Development and implementation of e-government in Indonesia is facing several challenges on the financial constraints, inability to attract and retain good IT staff, the low penetration of computers and the Internet, telecommunications is not sufficient, the regulatory environment and organizational culture, inadequate infrastructure such as public access places, internet access, and understanding the need for implementation of e-governance in the government area.

One of the important criteria for one region to determine the real ability to regulate and administer its household self-supporting capability in the field of finance. In other words, the financial factor is an essential factor in assessing the ability of the region in implementing autonomy. This means that in the administration of household affairs, the area needs funds or money. Revenue (PAD), among others, from the results obtained taxes and levies [Asmuri, 2006]. Both of these components is a component that is very promising, and during this revenue derived from the acquisition of the regional tax and retribution is a component that provides a large contribution in the structure of income derived from the PAD [9, 12].

Only some areas in Indonesia that have implemented tax and licensing transaction-based of Information and Communication Technology (ICT) such as:

- Sragen regency One Stop Service (OSS) online, is the integrated services, both licensing and non-licensing matter quickly, accurately, effectively and efficiently for citizens.
- Central Java Provincial Government's SMS services for information in vehicle tax payment [13].
- Yogyakarta's Information and Complaints Handling Unit which allows citizens to submit complaints directly via SMS and email. Complaints and feedback was then displayed in websites [www.upik.jogja.go.id](http://www.upik.jogja.go.id), addressed directly by the relevant department, and followed up with corrective action.

In the field of licensing, support for ICT is very visible with the decrease in the possibility of corruption in the form of extra fees beyond the regulations, as well as increasing confidence in the government apparatus. Opportunities for collusion and corruption in the process the necessary permits relative to closed because everything is transparent.

Implementation e-Government in Indonesia, mostly limited only at provide published information, such as the information about regulation or the potential of it region in the website. The service is then developed into an interactive service, which is realized by the interaction in the form of frequently asked questions or receive suggestions between the government and the community, other local governments and companies through the Internet. While the site transactional services in the administration of local government e-Gov is still very small. There are some areas that have been utilizing the transactional services, but this services is conducted via text message at cellular telephone service network which is commonly known as sms service.

#### 4. DESIGN OF RETRIBUTION E-GOVERNANCE AT KATINGAN'S DEPARTMENT OF TRANSPORTATION , COMMUNICATIONS AND INFORMATION TECHNOLOGY KATINGAN

With the public service levies transaction through the website, the need for increasing the confidence and skills of human resources is arise. This is due to susceptibility of transaction services, if not strictly controlled which allows the occurrence of break-ins through cyber crime [13]. To enhance Katingan's public confidence in financial transactions required the participation of third parties which is the Bank to reduce the level of corruption that may occur as demand for the amount of levy that is not in accordance with the provisions of law rules applicable in Katingan Regency. With the increasing public confidence in the Dishubkominfo, expected domestic revenue particularly in retribution and licensing fees will increase.

E-Governance will divided into two processes, namely the process of registration and licensing transaction processing fees.

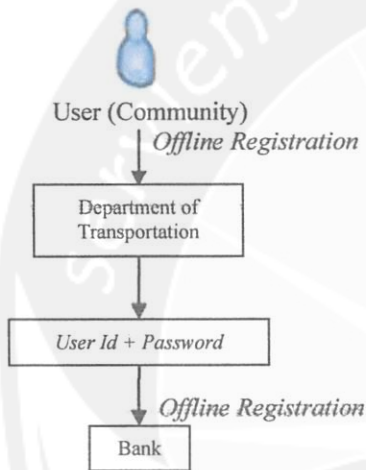


Figure 3: Offline Registration Process

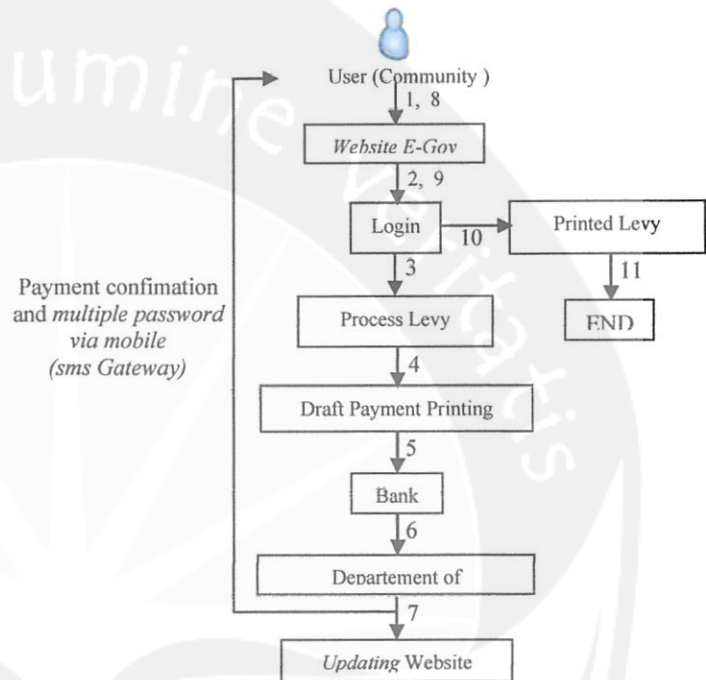


Figure 4: Levy Transaction Process

##### 1. Registration Process

In this developing system will involving the community (user), banks and Katingan government (Departement of transportation). This protocol begins with the stage of registration as shown by figure 3 above is done offline directly by visiting the departement office. Registration must be done offline because it must carry physical evidence conducted a vehicle for data collection, information was personal data and MSISDN (Mobile Subscriber Integrated Services Digital Network Number) of mobile users and to get a user id and password that will be used as an entry on the website of e-governance. After that the user visited the closest Regional Development Banks in the region / district to carry a certificate shall pay the levy from the departement to register. This phase will collect data on user personal identity and bank account number.

##### 2. Transaction Process

In the process of licensing levy transaction as shown by Figure 4, the user enter the e-gov Web site and logging on with a user id and password that have been accepted before. This code can be changed by the user. This password used is to prevent others people who are not authorized to enter and view the user's data. Permitting process must take place by filling in the form of retribution that has been available on the website, followed by printing a draft of the amount of levy payment. This draft is used to pay the at the closest bank at user location. The Bank provides confirmation of payment which was paid via e-mail to the departement which will immediately update the latest data on e-Gov website. The departement also will conduct a confirmation of payment and delivery of multiple passwords via mobile.

In this system, it takes three servers are web servers, database servers and key generator server. Web servers store data relating to personal identity and user MSISDN. MSISDN is the number ISDN (Integrated Services Digital Network) mobile station. ISDN numbers placed on the customer's mobile station and used for calling the customer. Key generator server stores data MSISDN pairs and pairs of public and private key and public key of the server user. In this protocol One Time Password (OTP) generated by key generator server.

Problems that may arise from this system is the lack of mobile devices capable of supporting this application. So far, only smartphones like the iPhone, BlackBerry or similar smartphone is able to apply this, except that if the sim card is lost it must re-register at departement office to re-inject the system into new simcard.

To print a letter of permission that has been updated by Dishubkominfo Katingan user must enter a second password that was sent by the departement via mobile. Multiple Passwords can only be used once only, as a layered security measures on the website.

Shipping packages between users with a web server using SSL protocol. Web server will generate Challenge (8 characters) with the PRNG, this challenge is displayed on the mobile that has been registered on the departement by the user. Pseudo-random number generator (PRNG) is used to generate random numbers that will used as key for more securing the hidden message . These numbers generated the password entered by the user and it used as the address where the insertion of a secret message and is used for extracting the secret message. Then thr challenge that has been sent by user via SMS with the SMS Gateway platform. Challenge that is sent via SMS was in encrypted form using algorithms asinterik. Applications that contain the encryption algorithms, public-key, key generator server (PBS) as well as private-key users (PVC) was planted in the simcard user.

Key generator server will decrypt the message received then match the user's MSISDN with user personal data in the database, then key generator server sends the encrypted hash value by using Public Key Server to the user.

Users will enter the hash value to the website as a new password. Web server will match the OTP is sent to the database user, if the appropriate then the user will be able to print a letter of permission that has a digital signature. The need for this digital signature to the validity of the transaction documents.

## 5. IMPLEMENTATION AND RESULT DESIGN OF E-GOVERNANCE RETRIBUTION AT DEPARTMENT OF TRANSPORTATION, COMMUNICATION AND INFORMATION KATINGAN REGENCY, CENTRAL KALIMANTAN PROVINCE

Making the official website of Departement of TRansportation, Communications and Information are not only contains information, news agency activities, and licensing transactions, but also comes with a discussion forum that is equipped with facilities consultation as a means of adding elements in e-democracy online which is the final step in the realization phase of e-governance.

Users enter the e-gov Web site and logging on with a user id and password have been accepted. It used to prevent others who are not authorized to enter and view the user's data. Permitting process must take place by filling in the form of retribution that has been available on the website as shown in Figure 5.



The image shows a screenshot of a web application interface for license renewal. It features a header with navigation tabs, a main content area with a form titled 'RENEWAL APPLICATION FORM', and a sidebar with additional links and information. The form includes fields for user identification and application details.

Figure 5: License Renewal Application Form

Licensing transactions followed by printing a draft of retribution as in figure 6. This draft is used to pay at the closest bank. The Bank will provides confirmation of payment via e-mail for departement which will immediately update the latest data on e-gov website.



The image shows a screenshot of a web application interface for a draft of retribution payment. It features a header with navigation tabs, a main content area with a form titled 'DRAFT OF RETRIBUTION PAYMENT', and a sidebar with additional links and information. The form includes a map of the region and fields for payment details.

Figure 6: Draft of Retribution Payment



Digital signatures on letters laced with licensing as in figure 9 is required to declare that the document issued by an original document and can not be misused by other parties.

*Diakses pada tanggal 12 Februari 2010  
 Dikeluarkan oleh Dinas Perhubungan, Komunikasi dan Informatika Kabupaten Katingan  
 No. Dokumen XXII23432445GFDkjshdgdFERRFFGG*

Figure 9. Digital Signature at Licence Papers

With the official website and the application of licensing transactions through the website, hopefully a better e-governance at the Katingan Department of Transportation, Communication and Information can be realized.

## 6. CONCLUSION

E-Government is the use of information and communication technology (ICT) to promote and support public, private, and the participation of government agencies for the involvement of citizens in creating a responsive democratic. Implementation of e-government should be improved by changing the conventional public service into an online system to achieve good governance system, also known as e-governance. Design of e-governance in the form of this website will be equipped with multiple layered security protection systems such as multiple password on the website. First password used as an access to view personal data and find out information about the claim of levy, while the second password is used to print a letter of permission that had been spiked with a digital signature. Second password is the OTP (One-Time-Password) organized as random numbers that can only be used for one-time transaction and will be replaced in the next transaction that will be sent via the mobile user. Security protection system is adopted from e-commerce payment system and take advantage of the mobile user simcard which will serve as a smartcard, which can make delivery of OTP via SMS gateway platform.

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# LAMPIRAN 2

Nama : .....

Alamat : .....

Pekerjaan : .....

Dimohon agar anda dapat memberikan tanda silang (X) pada pilihan/kolom yang sesuai dengan pendapat/jawaban anda :

1. Sudah berapa lama anda bekerja dibidang transportasi angkutan barang/penumpang di Kabupaten Katingan?

a. < 1 tahun

b. 1-5 tahun

c. > 5 tahun

2. Apakah anda puas dengan pelayanan publik dari Dishubkominfo Kabupaten Katingan selama ini?

a. Puas

b. Tidak Puas

3. Bagaimana cara anda mengurus perijinan di Kabupaten Katingan?

a. Datang secara langsung

b. Melalui perantara orang lain

4. Kendala apa yang sering dihadapi pada saat pengurusan perijinan di Dishubkominfo Kabupaten Katingan :

1.	Tarif yang tidak tetap (berubah-ubah) dan tidak transparan	
2.	Biaya perjalanan yang tinggi	
3.	Waktu penyelesaian dokumen yang lama	
4.	Pihak yang berwenang menandatangani sering tidak ada di tempat	
5.	Informasi yang disampaikan oleh pihak Dishubkominfo sering terlambat dan atau tidak diterima	
6.	Proses administrasi yang berbelit-belit	

5. Apakah anda sering menggunakan internet?

a. Ya

b. Tidak

6. Apakah anda mengenal *website*?

a. Ya

b. Tidak

7. Bagaimana pendapat anda tentang *website* resmi milik pemerintah daerah di Indonesia?

- a. Menarik            b. Tidak menarik

8. Bagaimana pendapat anda jika tersedia pelayanan secara *online* melalui *website* resmi Dishubkominfo Kab. Katingan?

- a. Setuju            b. Tidak Setuju

9. Apakah menurut anda apabila pelayanan publik dilakukan secara *online* akan dapat mengatasi kendala-kendala seperti yang tersebut dalam pertanyaan no.4 diatas?

- a. Ya            b. Tidak

10. Menurut pendapat anda hal-hal apa saja yang harus diperhatikan apabila pelayanan publik dilakukan secara *online*?

1.	Keamanan transaksi secara <i>online</i>	
2.	Kemudahan untuk menggunakan pelayanan secara <i>online</i>	
3.	Sosialisasi yang memadai	
4.	Ketersediaan fasilitas pendukung yang memadai di masyarakat (komputer, printer, jaringan internet)	
5.	Sosialisasi/Pelatihan mengenai <i>website</i> dan proses perijinan secara <i>online</i>	

11. Berikut adalah fasilitas yang tersedia pada *website* resmi Dishubkominfo Kab Katingan. Silahkan centang fasilitas-fasilitas yang anda inginkan ada dalam *website* tersebut :

1.	<i>Login</i> yang aman	
2.	Informasi profil Dishubkominfo dan Kab. Katingan	
3.	Informasi aktifitas Dishubkominfo Kab. Katingan	
4.	<i>Gallery</i> yang berisi foto-foto kegiatan Dishubkominfo Kab. Katingan	
5.	Pengaduan masyarakat	
6.	Forum Diskusi	
7.	Pengiriman pesan	
8.	Informasi berita seputar Kabupaten Katingan	
9.	Informasi tentang pelayanan dan perijinan pada Dishubkominfo Kab.Katingan	

10.	Informasi peraturan dan perundangan tentang pajak/retribusi dll yang berlaku pada Dishubkominfo Kab.Katingan.	
11.	<i>Link</i> pada <i>website</i> pemerintah lainnya	
12.	Daftar anggota/ <i>membership</i> masyarakat wajib retribusi	
13.	Unduhan/ <i>Download</i> peraturan dan informasi penting lainnya	
14.	Data profil masyarakat wajib retribusi	
15.	Data kapal masyarakat wajib retribusi	
16.	Formulir untuk pembayaran retribusi	
17.	Mencetak draft pembayaran retribusi	
18.	Mencetak surat perijinan	
19.	<i>Chatting</i>	

12. Apakah menurut anda *login* dengan menggunakan *username* dan *password* sudah menjamin keamanan data dan melakukan transaksi pada *website*?
- a. Ya                      b. Tidak
13. Apakah anda setuju jika selain *login* dengan menggunakan *username* dan *password*, pada rancangan *website* Dishubkominfo Kab.Katingan juga dilengkapi dengan pengamanan tambahan dengan memasukkan *challenge key/multiple password* yang akan diterima melalui *mobile user* ke dalam *website*?
- a. Setuju                      b. Tidak Setuju
14. Untuk bukti keabsahan dokumen yang dikeluarkan oleh Dishubkominfo melalui *website*, dokumen perijinan akan dilengkapi dengan pemberian No.Dokumen, *IP address*, waktu pembayaran dan transaksi pada Dokumen. Setujukah anda?
- a. Setuju                      b. Tidak Setuju
15. Apabila *website* Dishubkominfo Kab. Katingan ini diimplementasikan, apakah anda tertarik untuk bertransaksi melalui *website*?
- a. Ya                      b. Tidak

TERIMA KASIH

Nama : .....

Alamat : .....

Jabatan : .....

Dimohon agar anda dapat memberikan tanda silang (X) pada pilihan/kolom yang sesuai dengan pendapat/jawaban anda :

1. Sudah berapa lama anda bekerja pada Dishubkominfo Kabupaten Katingan?

- a. < 2 tahun      b. 2-5 tahun      c. 6-10 tahun      d. > 10 tahun

2. Menurut pendapat anda apakah pelayanan publik yang dilakukan oleh pihak Dishubkominfo Kab. Katingan saat ini telah optimal dan mampu memuaskan masyarakat pengguna?

- a. Ya      b. Tidak

3. Kendala apa saja yang dihadapi dalam upaya mengoptimalkan pelayanan perijinan kepada masyarakat?

1.	Jumlah SDM yang tidak memadai untuk bisa meng-cover seluruh areal Kab. Katingan yang luas	
2.	Biaya penagihan yang tinggi	
3.	Kurangnya pengetahuan dan kesadaran masyarakat dalam memenuhi kewajibannya dalam hal perijinan	
4.	Fasilitas dan sarana yang kurang memadai	
5.	Pengerjaan dokumen secara manual mengakibatkan lambatnya proses pelayanan	
6.	Prosedur yang cukup panjang dan rumit	
7.	Data wajib pajak dan retribusi yang tidak akurat	

4. Apakah anda sering menggunakan internet?

- a. Ya      b. Tidak

5. Apakah anda mengenal *website*?

- a. Ya      b. Tidak

6. Bagaimana pendapat anda jika tersedia pelayanan secara *online* melalui *website* resmi Dishubkominfo Kab. Katingan?

- a. Setuju                      b. Tidak Setuju

7. Apabila pelayanan dilakukan dengan mempergunakan sistem teknologi informasi berbasis *website* apakah akan dapat menghilangkan kendala-kendala seperti yang disebutkan dalam pertanyaan 2 dan dapat mengoptimalkan kegiatan pelayanan perijinan kepada masyarakat?

- a. Ya                              b. Tidak

8. Kendala-kendala apa saja yang mungkin akan dihadapi apabila pelayanan perijinan berbasis *website* ini diterapkan?

1.	Penguasaan teknologi informasi yang minim di masyarakat	
2.	SDM pemerintah yang menguasai Teknologi Informasi masih kurang memadai	
3.	Ketersediaan sarana dan prasarana Teknologi Informasi pendukung yang masih belum merata di masyarakat	
4.	Perlu dilakukan sosialisasi dan pendidikan yang berkelanjutan kepada masyarakat dan aparat pemerintah mengenai penggunaan sistem yang baru	

9. Keuntungan-keuntungan apa yang mungkin akan diperoleh apabila pelayanan perijinan berbasis *website* ini diterapkan?

1.	Waktu yang diperlukan untuk pelayanan perijinan bisa lebih singkat	
2.	Penghematan penggunaan media kertas, dll	
3.	Beban biaya yang ditanggung masyarakat bisa ditekan karena tidak harus pergi ke kantor dinas secara langsung.	
4.	Database wajib pajak dan retribusi yang lebih lengkap, akurat, dan <i>up to date</i> .	
5.	Mengurangi praktek Pungli oleh aparat yang tidak bertanggungjawab	

10. Berikut adalah fasilitas yang tersedia pada *website* resmi Dishubkominfo Kab Katingan. Silahkan centang fasilitas-fasilitas yang anda inginkan ada dalam *website* tersebut :

1.	<i>Login</i> yang aman	
2.	Informasi profil Dishubkominfo dan Kab. Katingan	
3.	Informasi aktifitas Dishubkominfo Kab. Katingan	

4.	<i>Gallery</i> yang berisi foto-foto kegiatan Dishubkominfo Kab. Katingan	
5.	Pengaduan masyarakat	
6.	Forum Diskusi	
7.	Pengiriman pesan	
8.	Informasi berita seputar Kabupaten Katingan	
9.	Informasi tentang pelayanan dan perijinan pada Dishubkominfo Kab.Katingan	
10.	Informasi peraturan dan perundangan tentang pajak/retribusi dll yang berlaku pada Dishubkominfo Kab.Katingan.	
11.	<i>Link</i> pada website pemerintah lainnya	
12.	Daftar anggota/membership masyarakat wajib retribusi	
13.	Unduhan/ <i>Download</i> peraturan dan informasi penting lainnya	
14.	Data profil masyarakat wajib retribusi	
15.	Data kapal masyarakat wajib retribusi	
16.	Formulir untuk pembayaran retribusi	
17.	Mencetak draft pembayaran retribusi	
18.	Mencetak surat perijinan	
19.	Chatting	

11. Apakah menurut anda login dengan menggunakan *username* dan *password* sudah menjamin keamanan data dan melakukan transaksi pada *website*?
- a. Ya                      b. Tidak
12. Apakah anda setuju jika selain login dengan menggunakan *username* dan *password*, pada rancangan *website* Dishubkominfo Kab.Katingan juga dilengkapi dengan pengamanan tambahan dengan memasukkan *challenge key/multiple password* yang akan diterima melalui *mobile user* ke dalam *website*?
- a. Setuju                      b. Tidak Setuju
13. Untuk bukti keabsahan dokumen yang dikeluarkan oleh Dishubkominfo melalui *website*, dokumen perijinan akan dilengkapi dengan pemberian No.Dokumen, *IP address*, waktu pembayaran dan transaksi pada Dokumen. Setujukah anda?
- a. Setuju                      b. Tidak Setuju

TERIMA KASIH