

Ilham E-GOVERNANCE

ja se tiču odnosa između pamćenja i pravde, pa noviji pokušaji objašnjenja zašto su neki društveni događaji pogodniji za stvaranje društvenoga pamćenja također pridonose studijama koje povezuju pamćenje i društvenu pravednost. Zaključni odjeljak poglavlja bavi se upravo pitanjem retrospektivne pravde te pokazuje kako i zašto novi demokratski režimi stvaraju pamćenja i uz pomoć pravnoga sustava upozoravaju na zlodjela počinjena u prošlosti. Poglavlje ujedno rasvjetljuje ulogu društvenoga pamćenja u političko-društvenim prijelaznim procesima iz autoritarnoga režima u demokratski sustav.

Djelo *Teorije društvenog sjećanja* pruža jedinstven i sveobuhvatan uvid u sociologiju pamćenja, govoreći o pamćenju i svim podvrstama pamćenja (osobnom, kulturnom, kolektivnom). Preporučuje se studentskoj populaciji na ovom području studija, ali i svima onima koji se bave područjem kulturnih studija, povijesti ili politike, jer je njegova tematika interdisciplinarni koncept koji sadržajno koegzistira u raznim disciplinama – od sociologije i povijesti do politologije, psihologije, antropologije ili književnosti. Pisano jednostavnim stilom i razumljivim jezikom, uz mnogo primjera, vrlo se lako čita te intrigira radoznalost čitatelja da dalje istraži obuhvaćena područja. S obzirom na to da se prakse pamćenja sve više shvaćaju kao središnje obilježje suvremenih kultura, pri čemu studije društvenoga pamćenja postaju važan dio istraživanja glavnih problema i napetosti u suvremenom društvu, ovaj je "udžbenik" izvanredno polazište za razumijevanje i proučavanje društvenoga sjećanja, tj. kolektivnoga pamćenja.

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The right of internet access has been regulated in a United Nations resolution in 2016 as a human right that has to be observed by all member countries. This option insists on the requirement for the enforcement of human rights in multiple sectors which are connected to the development of democratization. The term democracy not only relies on absolute conceptions, but also, the accessibility for the public to take part in political mechanisms is its main reference. The democratic conception of government brings forth the term Good Governance. The term good governance itself originated in 1992, created by the World Bank in a report concerning government and development. Retnowati (2008) explained that good governance is an effective and efficient public service with a reliable judicial system. Public service, in this case, requires that the government be accountable or responsible to the public. As a result, internet-based information and communication sources become the locomotive for the development of the scope of government, including the responsibility for the fulfillment of equal human rights. Data released by Internet World Stats at the end of March 2021 show that the world reached 7,875,765,587 internet users, with the largest user population in the Asian continent of 4,327,333,821, or equivalent to 53.4%. Meanwhile, Australia has the lowest internet access with a total of 43,473,756 or 0.6% (InternetWorldStats, 2021).

A massive use of electronic devices is turning the paradigm of the public administration format of service as one similar to entrepreneurship, or known as the New Public Management (NPM), into the New Public Service (NPS). The NPS para-

digm cannot be separated from service instruments based on the public, that is Government, Governance and Democracy. In this book, the characteristics of these three concepts are clearly explained and differentiated. All this time, government has been understood as government exclusivity. Governance, which was previously dominated by the government, has now changed over to the orientation of the public will. As a result, the plausibility of public participation in policy implementation is opening up. However, the three concepts are directly embedded in the electronic base as one of the means of achieving the development goal.

The author divides the model or form of relations that are connected within the E-Governance framework. First, the model that uses ICT as the medium of Government to Government (G2G). Second, the government relations model related to ICT with private parties, including corporations, also called Government to Business (G2B). Third, the model of government relations with employees or the Government to Employee model (G2E). Finally, the government-citizens relationship model or Government to Citizen (G2C) through ICT.

E-Governance aims to establish an information network and public service transactions unlimited by time and space. Meanwhile, in terms of cost, the government office could minimize paper work. Also, within society, the cost of accessing conventional services by coming directly to government offices has been exchanged for internet-based services, thus saving these expenses. On the other hand, the virtual space opens up opportunities for community participation and direct involvement in monitoring government performance,

monitoring and evaluating policies as contained in Good Governance.

A common challenge is that fund resources have not given priority to efforts for developing E-Governance. The attention of policy makers is mostly focused on other sectors that are considered more important, so that the implementation of E-Governance has not met expectations as planned yet. Insufficient human resources are another problem. In some cases, there is a skill gap in operating technology tools. This inequality needs to be fixed through training for public service providers, especially human resources who are in the divisions that are directly related to ICT. A further challenge is the unequal technology infrastructure. In some areas in Indonesia there are still gaps in internet access. This condition causes some people in areas with poor connections to lack information, which in turn makes it difficult to participate in services and political activities. The author offers a logical choice to overcome these obstacles by first seeking a special budget injection for the development of E-Governance. The funds are allocated to the cost of developing human resources through education and training, and to support equalization technology infrastructure. Public administration disciplines with the paradigm of The New Public Service (NPS) emphasize democratic public services, or those based on public needs. The openness inherent in ICT-based services facilitates the achievement of the goals of the NPS paradigm. ICT is a solution to the previous service. The view of classic services is that government interests are the prime concern, while ignoring the needs of the public.

The author also discusses the success of E-Governance in developing countries. The implementation of E-Governance in Egypt is manifested through a system called information center and decision support. The system is a comprehensive national database to support transparent access to information. Based on the author's research, the developing coun-

tries that use *Wide Area Network* (WAN) for E-Governance are applied by Tanzania and South Africa. WAN is a network that originates from certain governments' satellites. Tanzania utilizes WAN for EA administration, which includes integrated financial management in all ministry agencies. Then, E-Citizen is used in South Africa by combining WAN and GIS to integrate the General Election registration system. The mechanism for registering prospective voters in the 1999 South African elections using a bar code succeeded in integrating 18.4 million prospective voters in a period of 9 months. Furthermore, the State of Honduras implements the ES community system which is an element of The Sustainable Development Network program connecting 400 institutions within the national government environment. Therefore, the implementation of E-Governance in developing countries is only at the stage of acceleration.

Meanwhile, the implementation of E-Governance in developed countries is already at the exploration stage. Based on data from the United Nations E-Government Survey 2018, Denmark has been the first country to successfully implement the E-Governance system. The presence of E-Governance in Denmark is supported by multi-stakeholder involvement that synergizes in the development of human resources and digital resources. Multi-stakeholder synergy in human resource development is realized through skills training in all structures and the public's obligation to access public services online. Important aspects are ease of access and a powerful security system, including user privacy of public services facilitated by digital IDs or name IDs. Meanwhile in Croatia, the E-Government strategy through eCroatia aims to re-

duce bureaucratic flow, minimize illegal activities, reduce government operating budgets, and facilitate government interaction with the public and business (Zagar et al., 2019). To achieve this goal, Croatia has an adequate set of laws, including regulations for E-Commerce (Dukic et al., 2018). For the implementation of E-Governance, Singapore has an integrated E-Governance portal. In the field of public services, Singapore provides E-Citizen One Stop facilities as an integrated medium of public service. Meanwhile, South Korea has implemented E-Participation, a special application to absorb aspirations in the form of community criticism and suggestions. South Korea is an example of a successful use of ICT aimed at opening up democratic space, because people's aspirations through the E-Participation application are one of the considerations in parliamentary decision making.

In the end, the emphasis of this book is described in the seventh chapter, and it refers to the efforts that create an electronic-based democracy or E-Democracy. As mentioned at the beginning of the article, the application of ICT in the corridors of a democratic system opens the door as wide as possible for active participation, directly or indirectly. The success of E-Democracy rests on three-stage prerequisites. *First*, the information stage; there is a one-way relationship in which the government conveys information to the public so that they can take part in the democratic system. *Second*, the consultation stage; the existence of a reciprocal relationship or a two-way reciprocal relationship. At this stage the public can provide feedback to the government. *Third*, the stage of active participation; at this stage the relationship perspective is based on the partnership of all *stakeholders* in the policy-making process. The community has the opportunity to provide input regarding policy making, although the final decision remains with the government.

The structure in this work is quite systematic, so that it is easy for all people to understand. The theme of Governance is rarely raised because it is often attached

to other concepts such as Good Governance, Government, and Development. The assumption of various terms attached to governance shows that the discussion of governance includes a broad component. Without intending to simplify, the author succeeded in presenting clearly electronic-based governance or E-Governance. Complete data accompanied by literature searches both in developing and developed countries shows the seriousness of the author in completing his work with scientific standardization. Especially with the added flexibility in presenting the text, it gives a new nuance to the scientific perspective of the author who is a Public Administration educator.

Through this book we can easily understand the correlation between three often confusing concepts such as E-Governance, E-Government and E-Democracy. The New Public Service (NPS) paradigm in public administration has not accurately marked the three concepts, even though all three have intertwined roots. So that the NPS in this book reveals that E-Governance presents the renewal of innovation in public services and successfully serves in fulfilling public needs. E-Governance is to be a catalyst for E-Government and E-Democracy. E-Government aims to improve efficiency, effectiveness of transparency and accountability of government administration, which aims to give birth to good governance. Meanwhile, E-Democracy aims to open a space for citizen involvement in the formulation, discussion, and public decisions by utilizing electronic media. This book thus completes the concept of state administration knowledge and clearly states the obstacles to the practice of implementing E-Governance.

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