Telematic Policy Analysis in Developing Countries:
A Case Study in Garut District-indonesia

[1]Muhammad Ali Ramdhani, [2]Kadarsah Suryadi and [3]Patria Susantosa

[1]Industrial Engineering Department, Sekolah Tinggi Teknologi Garut Jl. Mayor Syamsu No.2,
Garut, Indonesia.
[2]Industrial Engineering Department, Institut Teknologi Bandung, Jl. Ganesha No. 10 Bandung, Indonesia.
[3]Badan Pengelola Perpustakaan, Kearsipan, Informasi dan Telematika,
(Library, Archive, Informatics and Telematics Management Agency), Local Government of Garut District, Jl.
Patriot No. 12 Garut, Indonesia.

Abstract: This research aimed at gaining description on the telematic policy implementation, description of the organizational performance of the Local Government of Garut District, the quality achievement in informatic service quality in Garut District and at testing as well as analyzing the impact of the telematic policy implementation on the Local Government organizational performance in achieving information service quality in Garut District. The data analysis technique used in testing the hypothesis is the path analysis, which was performed to 35 respondents. The result of the study shows that, simultaneously and partially, a positive and significant impact of the telematic policy implementation on the Local Government organizational performance in achieving information service quality was observed.

Key words: policy, telematics, performance, service, e-government

INTRODUCTION

The uneven distribution of telematic implementation in the world often caused information gap. Realizing the importance of evenly distributed telematic application in every sectors in the whole world, the 1st World Summit on the information Society held in Geneva on 10-12 December 2003 has created two most important documents, i.e. Declaration of Principle and Plan of Action, which require every country in the world to develop a National e-strategy in order to develop, build and apply the telematics strategically. One of the points in the declaration of principle is to apply paperless trading among countries in 2010 and to connect all villages to the internet in 2015.

From the policy aspect, the Indonesian Government response in taking advantage from the telematics is getting obvious when it declared the President Instruction no. 6/2001 on the development and application of telematics in Indonesia. This policy shows the eagerness of the Indonesian Government to use the telematics technology and to invite all components in applying the technology in every aspects of life. This movement was followed by the President Instruction no. 3/2003 on the National Policy and Strategy in E-Government development. The term e-government refers to the definition given by the World Bank 2001[13], i.e. running the government in an electronic-based manner to improve service and government performance towards the citizens (Government to Citizen/ G2C), towards the business community (Government to Business/ G2B) as well as among the governments (Government to Government/ G2G).

The information users, which include the Local Government staff as the internal customers and the community as the external customers, have the right to get a quality information service from a local government organization. For the internal users, the information service is a form of energy exchange in the form of very useful information in building the synergism in managerial function implementation in an organization. While the information service for external users are one of the real form to increase the transparency and accountability of the government as well as enhancing the active participation from the community in assessing the announced public policies. Dunn[4] also stated that the

Corresponding Author: Muhammad Ali Ramdhani, Industrial Engineering Department – Sekolah Tinggi Technology, Garut, Jl. Mayor Syamsu No.2, Garut, Indonesia.
E-Mail: m_ali_ramdhani@yahoo.com

core of a policy analysis is the communication and processes to produce relevant information related to the policy. Therefore, a quality information service will provide positive contribution to the policy analysis process.

Literature Review: Even though public policies are designed to solve problems, not all published policies produce expected results. According to Wahab[28] a policy has a failure risk because of the following factors: the policy is a bad one (bad policy), the policy is not well implemented (bad execution), or it has a bad luck such as when it coincides with transfer of power, natural disasters, et cetera.

From the problem phenomena observed in earlier studies, the focus of the review is emphasized on the bad execution factor. This phenomenon is what Andrew Dunsire[28] termed as implementation gap, a term that is aimed at explaining a situation where in the policy process there is always a possibility that there will be differences between what is expected (as the goal in the policy formulation) and the actual result (as a result from the policy implementation).

The policy implementation is a very important process, it might be even more important than the policy formulation process. The policy implementation is a real step to bring about the policy's normative goals, which have been formulated through the policy formulation step. As described by Iskandar[8] the government may have several policies, each with its own praiseworthy goal, unfortunately in interpreting the policies into programs in the implementation step, there comes the stumbling block. Therefore, the public policy concept in this research is specifically referred to the policy implementation review.

According to Cleaves[28], the policy implementation is considered as an administrative and politic action process. In the same line, Grindle[8] stated that the policy implementation is not actually related to the interpretation mechanism of the political decisions into routine procedures through bureaucracy; it is more than that, it concerns the conflict and interest issues.

Furthermore, Mazmanian dan Sabister[28] stated that the implementation is the execution of the basic policy decision, usually in the form of rules, although it can be in the forms of orders or legislative decision. Normally, the decision identifies the problem needed to be solved, states clearly the goals/targets needed to be achieved and various ways of structuring/organizing the implementation process.

According to Wahab[28], there are several popular models related to the public policy implementation including "the top down approach" model developed by

Brian W. Hogwood and Lewis A. Gunn, the Van Meter and Van Horn model, which is called "A model of the policy implementation", and finally the model developed by Daniel Mazmanian and Paul A. Sabatier, which is called "A framework for implementation analysis". This research use the implementation analysis framework model where the policy implementation variable is divided into three major categories[28]:

1. The easiness of controlling the problem which will be solved.
2. The ability of the policy decision in structuring the accurate implementation process.
3. The direct influence of multiple political variables towards the support balance for the goals included in the policy decision.

It is already mentioned that every policy has its goals and guideline for the organization to achieve the goals. The organization, according to Robbins[21] is a social entity which is consciously coordinated with relatively identified limits that works based on a relatively continual basis in order to achieve one or several mutual goals. The concept of success in organization in achieving its goals is related to the organization performance concept.

The term performance in Oxford Dictionary is described as the execution or fulfillment of a duty or achievement under test conditions, etc. Bernardin and Russel[1] defined performance as "…the record of outcomes produced on a specified time period…". This definition also underlines the performance as the essential element of degree of accomplishment.

From various definitions, Iskandar[8] concluded that the organizational performance is the result of achievement or a work achievement, either qualitatively or quantitatively, which is performed by an organization based on mutual understanding and consideration by referring to a work standard. The goals and work standards of a public organization are formulated in the form of public policies so that it can be said that the implementation of the public policies performed by a public organization can affect the performance of the public organization itself.

The main characteristics of the high performance organization according to Siagian[8] include:

1. The high performance organization has a clear direction to be followed. The direction is reflected on the vision it has on where the organization is going in the future.
2. The successful management will make the high performance organizations always attempt to provide

highly knowledgeable and skillful personnel in the organization as well as maintaining the entrepreneurship spirit.

3. In the high performance organization, the managers create a strong commitment towards a strategic action plan, which is the action plan that is expected to bring appreciable profits and which establish the organization in a reliable competitive position.

4. The performance organization orientation is "result" and it has a high awareness on the importance of the improved effectiveness and productivity.

5. There is a strong commitment on the predetermined strategy and an attempt to make the strategy resulting in expected results.

From the above description it is clear that a high performance organization has good progress or success level as well as improving its achievement in doing the organization duties and function. Therefore, the high public organization success will influence the level of the duty and function performance of the public organization.

Kristiadi[8] stated that the most dominant duty of the government is to provide public utilities and public services. In this research, the concept of the duty and function performance level concept of a public organization is related to the quality of service.

Service is "the endeavor to serve other people's need". Service is basically an activity offered by an organization or individual to the consumer, which is abstract and cannot be owned. This is similar to what Normann[17] stated on the characteristic of service that cannot be touched and which has contrast nature with goods.

A broader definition is suggested by Daviddow and Utal[17] that service is whatever enhances customer's satisfaction. Furthermore, Daviddow[8] stated that service is those things which when added to a product; increase its utility or value to a customer.

The term government service, according to Savas[8] refers to the delivery of service by a government agency using its own employees. The nation, in the government system, becomes the foundation of the service demanded by the citizen in gaining warranty on their rights. This makes improved service quality more important because the public management, since 1980, has been changed by international phenomena such as global competitiveness in service sector as stated by Silalahi[8]. This competition creates a consumer-based government paradigm with a principle that includes smaller, better, faster and cheaper service such as stated by Osborne and Gaebler[19] in the reinventing government concept.

Quality, according to Goetsch and Davis[17] is the dynamic condition related to the product, service, human,

process and environment that fulfill or exceed the expectation of the party which demands them. Meanwhile, the service quality is defined, by Crosby, Lehimen, and Wyckoff[8] as a conformance to specification referred to the excellence degree to be achieved. Therefore, the service quality cannot be separated with the service standard as the predetermined measure as standardization on the expected service.

The service quality orientation is based on customer satisfaction, which is defined as the suitability between what the customer expect with what he/she perceives from the service. As stated by Lee[18] this concept is suggested by Parasuraman, Zeithaml and Berry, who are famous for their research in 1985 which gives a model on service quality that they called "A conceptual of service quality model (SERVQUAL)." The dimensions of SERVQUAL, which Parasuraman et al. called the service quality determinants, are described by Lee[18] as "the Tangibles include the physical facilities, equipment and appearance of the personnel. Reliability is the ability to perform the promised, service dependably and accurately. Responsiveness represents the willingness to help customers, and provide prompt service. Assurance refers to the knowledge and courteousness of the employees and their ability to inspire trust and confidence. Empathy indicates the caring and individualized attention provided to the customers."

Service quality in this research is operationalized in the form of information service quality. The characteristics of quality information in public organization environment[13] include:

1. Accurate, all information gained should describe the real condition accurately

2. On time, all information should be able to present the condition at the time it is needed so that the information produced is not outdated or expired.

3. Complete, all information presented should be able to uncover all aspects comprehensively, i.e. not partially.

4. Simple, the completeness of the information does not mean the information should be complicated; instead it should be simple meaning easily understood.

MATERIALS AND METHODS

The design of this research is the descriptive analytic design in the form of survey technique. The method is defined as a research aimed at describing the nature of certain individual, condition, phenomenon, or group accurately as well as determining the frequency of a

phenomenon or the frequency of certain relationship between a phenomenon with another phenomenon in the community[7]. With this method, it is expected that the researchers will be able to analyze the real condition on the field in a systematic and accurate manner concerning facts on the telematic policy implementation (X) on the Local Government performance (Y) in achieving information service quality (Z) in Garut District.

The paradigm of the three variables in the research is schematically described in the following symbolic model:
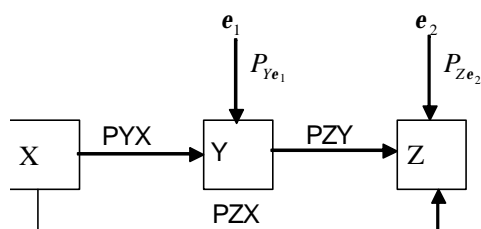

Fig. 1: Research Paradigm

Legend:

X	=	Telematic policy implementation variable
Y	=	Local government performance variable
Z	=	Information service quality variable
!	=	Causality relationship
P_{YX}	=	Structural parameter showing the amount of influence that X variable has on Y variable
P_{ZY}	=	Structural parameter showing the amount of influence that Y variable has on Z variable
P_{ZX}	=	Structural parameter showing the amount of influence that X variable has on Z variable
g_1, g_2	=	other variables that are not tested
P_{yg1}	=	the influence of other variables towards Y
P_{Zg2}	=	the influence of other variables towards Z

From the above paradigm, a main hypothesis that will be reviewed is: "The telematic policy implementation influences the Local Government organizational performance in achieving quality information service".

From the main hypothesis, several sub-hypotheses are derived:

1. The telematic policy implementation influences the Local Government organizational performance.
2. The Local Government performance influences the quality of information service.
3. The telematic policy implementation influences the quality of information service.

The definition of the variables used in this research is as followed:

1. Telematic Policy Implementation Variable (X) is defined formally as a process of an administrative and political technique process to implement the policy stated in the President Instruction No. 6 Year 2001 on the Development and Application of Telematics in Indonesia and the President Instruction No.3 Year 2003 on the National Policy and Strategy on E-government. Operationally, the definition of this Telematic Policy Implementation will be measured using "A framework for Implementation Analysis Model".
2. Local Government Organizational Performance (Y) is defined formally as the achievement result or work achievement, either qualitatively or quantitatively, implemented by the government organization of Garut District based on mutual understanding and consideration founded on a work standard. Operationally, the Local Government Organizational Performance will be measured using the "Performance Organization Characteristics".
3. Information Service Quality (Z) is defined formally as the dynamic condition related to the gap between expected service and the perceived service as the result from the information service given by the organization to the information user in fulfilling the predetermined service quality standard. Operationally, the Service Quality will be measured by using " A Conceptual of Service Quality Model (SERVQUAL).

The respondents in this research include the heads of the institution, agency, and department organization in the Government of Garut District environment. The sample size is 35. The data analysis technique used to test the hypothesis and answer the problem formulation stated is the path analysis approach.

RESULTS AND DISCUSSIONS

Main Hypotheses: The hypothesis stated is "The telematic policy implementation influences the Local Government organizational performance in achieving quality information service". To test the proposed hypothesis, a testing using path analysis is performed. Based on the test results, the determined path coefficient is 0,8951.

In order to discover the influence of X variable towards Y and Z, a test is performed by looking at the comparison between $t_{calc.}$ and t_{table}. Based on the testing, the t_{calc} is bigger than t_{table} ($T_{0.975}$; 33), i.e. ($t_{calc.}$ = 10.9959) > (t_{table} = 1.6924). From that result it is decided that H0 is rejected and H1 is accepted meaning that the Telematic Policy Implementation variable (X) has a significant and

positive influence towards the Local Government Organizational Performance variable (Y) and the Information Service Quality (Z).

The significance of the test result value above is supported by the value of the determination coefficient $(R^2_{YXZ}) = 0.8012$. This number shows that the Telematic Policy Implementation (X) influences 80.12% of the Local Government Organizational Performance (Y) and Information Service Quality (Z) while the rest $(P_{Yz\hat{a}})^2$ is 19,88% affected by other variables other than the Telematic Policy Implementation that are not included in the model.

The amount of this influence shows that the Local Government Organizational Performance and the Information Service Quality in Garut District cannot be separated from the influence of the information availability and adequate communication as a result from the application of the telematic technology as the real form of the telematic policy implementation.

In this context, the improvement of the information value and the strengthening of communication function will be able to force the public organization to improve the result achievement (performance) in achieving the predetermined public service goals. This condition is relevant with what Paul Timmers[27] stated that the telematic based government can improve its service and performance related to all domains in public management including citizen, business as well as the government itself.

The results of this research also imply a stronger conceptual relationship of the theories used as the foundation of the research variables. As we already know, theories have assumption, which applicability is depend on the existing situation and condition where the theory is applied. The amount of inter-variables relationship in this research has explained that the relationship between the policy implementation concept and the organization performance as well as the service quality has been proved in relationship with the telematic policy implementation, Local Government organizational performance and information service quality in Garut District.

A public policy always has its predetermined goals as defined by Edwards and Sharkansky[10] as "…what the government say to do or not to do. It is the goals or purpose of government programs". Furthermore, Van Meter and Van Horn[28] stated that the public policy implementation is the government actions aimed at achieving predetermined goals stated in the policy decision. The policy implementation makes successful implementation possible, or makes the policy goal achievement fail, which is stated by Andrew Dunsire as

the implementation gap. Therefore, it can be stated that the success level of the policy implementation will affect the policy goal achievement level. It is also well-known that the degree of accomplishment is the short definition of performance in this research context.

Dunn[4] stated that every public policy must have goals with collective nature which are considered as the reflection of the public preference. Kristiadi[6] stated that the aim of the public organization and policy is to deliver public service. The public service delivered should be equal to what the public, as the customer, expected. The equivalency between the expected service and perceived service in SERVQUAL model is known as the service quality.

From the above discussion, it can be concluded that the public policy implementation performed to reach the policy goals will affect the public organization performance in performing its main goal to serve the public as expected. Therefore, the empirical condition of the telematic policy implementation that affects the organization performance in achieving the information service quality will imply the strengthening of the theoretical foundation used in accordance to the situation and condition of the research object.

Sub Hipotesis (Influence of X towards Y): The hypothesis formulation proposed is "The telematic policy implementation influences the Local Government organizational performance". To test the hypothesis proposed, a test using path analysis is performed. Based on the results of the test it is determined that the path coefficient is 0.8664.

To probe the influence of X variable towards Y variables, a test is performed by looking at the comparison between t_{calc}. And t_{table}. Based on the testing, the t_{calc} is bigger than t_{table} $(T_{0.975}; 33)$, i.e. $(t_{calc.} = 9.9666) > (t_{table} = 1.6924)$. From that result it is decided that H0 is rejected and H1 is accepted meaning that the Telematic Policy Implementation variable (X) has a significant and positive influence towards the Local Government Organizational Performance variable (Y).

The significance of the test result value above is supported by the value of the determination coefficient $(R^2_{YX}) = 0.7506$. This number shows that the Telematic Policy Implementation (X) influences 75.06% of the Local Government Organizational Performance (Y) while the rest $(P_{Y\hat{a}1})^2$ is 24.94% affected by other variables other than the Telematic Policy Implementation that are not included in the model.

The amount of the influence empirically shows that the performance of the Local Government organization in Garut District cannot be separated from the information

availability and adequate communication as the result from the telematic policy implementation.

It is discovered through field observation and interview that the application of telematics performed by the organization has resulted in relevant information for the organization to determine the clear direction for the future. The telematic application also helps the organization to improve its capacity, professionalism, and human resource as the important assets to improve human performance as well as lessen the impact of human resource limitation in doing jobs that can improve the effectiveness and productivity of the organization.

Moreover, the telematic application also helps the organization to improve its communication and improve the method in gaining relevant information in making adequate strategic action plan formulation. The good communication access for all parties makes the organization able to create problem formulation containing collective preference as the important materials in making strategic action plan recommendation. Hence, the telematic technology application has also helped the organization in making projection or trend estimation as the step that will produce information on the future social condition, which is useful in strategic action formulation. Telematic technology can also produce relevant information in making strategic action recommendation as well as helping the organization to communicate the strategic action plan as wide as possible to all related parties.

Finally, the telematic application has helped the organization in producing information on the policy results accurately and efficiently to support the organization success in controlling its activities according to the predetermined strategic plan action.

This empiric findings have shown that the telematic policy implementation affects all performance dimensions in this research, i.e. future orientation, human resource, strategic action plan formulation, result orientation and strategy control such as described by Siagian[8].

Theoretically, the information value improvement and the strengthening communication function that is able to support the public organization in improving its organizational achievement is relevant with the theory proposed by Morgan Garets that organization consists of information processing units. These organizations interpret their environment, implement activity coordination and support decision making by processing information, either horizontally or vertically through a structural hierarchy. Berlo in Iskandar[9] stated that the organization performance is deeply affected by the communication process in the organization. Similar opinion is also proposed by Peter F. Drucker stated that

" organization…the most important element in it is the information system and decision making system". Furthermore, Carl Duerr also stated that communication is the heart of every organized activity that without it there will be no organization.

The result of this research also implies the strengthening the relationships among concepts of the theories used as the foundation of the research which stated that the successful public policy implementation can make a public organization able to reach the public policy goals. In this context, the empowerment of the information and communication will be able to force the public organization to improve its performance achievement.

Sub Hipotesis Test (Influence of X towards Z): The hypothesis formulation proposed is "The telematic policy implementation influences the Information Service Quality". To test the hypothesis proposed, a test using path analysis is performed. Based on the results of the test it is determined that the path coefficient is 0.4550.

To probe the influence of X variable towards Z variables, a test is performed by looking at the comparison between $t_{calc.}$ and t_{table}. Based on the testing, the t_{calc} is bigger than t_{table} ($T_{0.975}$; 33), i.e. ($t_{calc.} = 2.8826$) > ($t_{table} = 1.6924$). From that result it is decided that H0 is rejected and H1 is accepted meaning that the Telematic Policy Implementation variable (X) has a significant and positive influence towards the Information Service Quality variable (Z).

The significance of the test result value above is supported by the value of the determination coefficient (R^2_{ZX}) = 0.2070. This number shows that the Telematic Policy Implementation (X) influences 20.70% of the Information Service Quality (Z) while the rest $(P_{zä2})^2$ is 79.30% affected by other variables other than the Telematic Policy Implementation that are not included in the model.

The results of the test show that there are many factors that affect the Information Service Quality, one of them is the Telematic Policy Implementation although it is not a predominant factor compared with other factors.

According to the observation and interview results it is observed that the telematic policy implementation has helped the organization in preparing the technology to improve the process quality and output of the information service. In order to improve the service output quality, telematics has helped the organization to run information service processes that can conquer the limitation of space, time and service staff availability through internet. Furthermore, telematics have also supported the organization in improving the information quality as the

product of the information service. This condition is relevant with the abovementioned theory, which is the Newell-Simon model that concluded that the telematic facility usage will create high information value more efficiently compared with the human-based information management.

Related to the service process, it is well-known that the telematic policy implementation has improved the information value and the communication function, which very much affects the service quality improvement. Theoretically, the service quality improvement in SERVQUAL model has close relationship with the information and communication. In improving service quality, accurate information on customer's need, the information on the management perception on the customer expectation, information on service delivery performance, et cetera is necessary. In addition, a broad communication access is needed to distribute the information. The adequate communication access is also necessary to improve the effectiveness of the complaint message and costumer need delivery, to improve the quantity and quality of the communication vertically and horizontally, or to improve the performance showed. It is stated by Gaspersz[9] that the communication is the glue that tie all technique, practice, philosophy and instruments for the success quality management development.

The epsilon factor expected to give big influence towards the Information Service Quality, according to Parasuraman *et al* include the effective service management and human resource professionalism from the service provider. Other than communication, the improvement in the effective service management that affect the service quality according to Gaspersz[9] relates to the vision redefinition, reduced obstacles, sustainable evaluation and correction, improved customer-supplier relationship, staff enhancement as well as education and training.

The results of this research also imply the strengthening the relationships among concepts of the theories used as the foundation of the research which stated that the public policy implementation, whatever the policy is, can support public organization in fulfilling the expected values by suitable policy according to the public expectation or preference.

Sub Hipotesis Test (Influence of Y towards Z): The hypothesis formulation proposed is "The Local Government organizational performance influences the quality of information service." To test the hypothesis proposed, a test using path analysis is performed. Based on the results of the test it is determined that the path coefficient is 0.4716.

To probe the influence of Y variable towards Z variables, a test is performed by looking at the comparison between $t_{calc.}$ and t_{table}. Based on the testing, the t_{calc} is bigger than t_{table} ($T_{0.975}$; 33), i.e. ($t_{calc.} = 2.9942$) > ($t_{table} = 1.6924$). From that result it is decided that H0 is rejected and H1 is accepted meaning that the Local Government Organizational Performance variable (Y) has a significant and positive influence towards the Information Service Quality variable (Z).

The significance of the test result value above is supported by the value of the determination coefficient (R^2_{ZY}) = 0.2224. This number shows that the Local Government Organizatonal Performance (X) influences 22.24% of the Information Service Quality (Z) while the rest $(P_{z\hat{a}2})^2$ is 77.76% affected by other variables other than the Local Government Organizational Perfomance variable that are not included in the model.

Theoretically, this condition is relevant with what Parasuraman et al. (in Shanin, 2004:3) stated that the performance-oriented organization should be able to perform approaches that control the SERVQUAL gap model in achieving service quality.

By referring back to the definition that the organization performance is the degree of achievement in an organization towards the predetermined goals. The service quality testing in this research focused on how far Local Government organization tries every possible attempt in delivering information service based on the predetermined service quality standard. In this context, it can be seen that the high performance of the organization can make the organization able to control the 2nd gap of the SERVQUAL model, which is service specification versus service delivery, so that it can improve service quality in giving delivery in accordance to the service quality assurance standard. All performance dimensions in this research can also become the cause of service quality achievement such as the future insights of the public organization that should put forward service, the human resource performance that supports the service delivery, a strategic action plan formulation that enable the organization to formulate its service standard with minimum gap with the costumer's expectation, effectively orientation that force the organization to create the most adequate service technique rationality et cetera.

The epsilon factors expected to have big influence towards Information Service Quality include morality and ethics, leadership and service management reorientation.

The public service implementation is also inseparable from the moral and ethics of bureaucracy). Raining stated that the public bureaucracy stands in need of ethical sensitivity in order to serve the public interest. The moral and ethics dimension does not only become the basic of

the service transaction process but also become the basic of every attitude and action of each individual in his/her job in the public organization space. Furthermore, this application will develop the good organization climate and work culture in the public organization environment. In the context of information service, even when all service technical aspect has been performed well, the transparent information quality will be hard to get if the transparent work culture and accountability have not been integrated in the public organization environment.

In SERVQUAL model, the gap between what is expected by the customers and what is perceived by the management, the gap between management perception and the service quality standard or the gap between the service quality and the service delivery can only be controlled by the high leadership skill attached to the leader in the provider organization in order to organize every aspect related to it. At least, the leadership skill in this context can refer to the theory proposed by Davis and Newstrom (1999a:152-153) which includes technical skil, human skill and conceptual skill. Furthermore, Greanleaf in *The Servant as Leader* has created a concept of service-leadership that emphasized on the improve service to others, which is a holistic approach in working and community sense[9].

One of the good service management reorientation forms is proposed by Osborne and Gaebler[19] with their principle of reinventing government. The important service reorientation is that in the future the public organization principle is empowering rather then serving so that the duty is focused on helping the community in helping people to helping themselves manner. With this principle, the service quality will improve because a lot of service problems can be solved by the community itself.

The results of this research also imply that the strengthening the relationships among concepts of the theories used as the foundation of the research which stated that the public organization performance improvement will enable the achievement of the public organization goals, such as achieving the values that is expected or preferred by the public.

Conclusion: The result of the research hypothesis testing, including the main hypothesis and sub-hypotheses, has shown that the telematic policy implementation give a significant and positive influence towards the Local Government organization and information service quality. The determination coefficient gained from the results also shows that the telematic policy implementation has a big effect on the Local Government organizational performance and information service quality.

Various findings in this research, especially the un-optimized indicators of telematic policy implementation, has made the goals of the telematic policy in developing and applying telematics in government process not up to the expected result. Therefore, the role of telematics in empowering information and communication that is useful in improving the performance and information service quality has not been experienced as a whole by the organization as the service provider and the customer as the service receiver. It can be concluded that through this research it is shown that the public policy implementation aimed at achieving policy goals will affect the public organization performance in doing its main goal to serve the public according to the expectation. Therefore the result of this research also implies that it strengthen the basic theories used according to the situation and condition of the research object.

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