

Closed Circuit Television (CCTV) Based Security System in Realizing Electronic Government in Makassar City

Yunira Syailalhikma^{1*}, Muhammad Tahir Haning², Muhammad Tang Abdullah³

¹Department of Public Administration, Hasanuddin University, Indonesia.

²Department of Social Welfare, Hasanuddin University, Indonesia.

³Public Administration Study Program, Hasanuddin University, Indonesia.

*Email: syailalhikmayunira@gmail.com

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ABSTRACT

The current trend of using technology in public organizations must be addressed. The electronic government initiative in Indonesia was introduced through Presidential Instruction Number 6 of 2001 on April 24, 2001, concerning Telematics (Telecommunication, Media, and Informatics), which states that government officials must use telematics technology to support good governance and speed up the democratic process. This research was conducted in Makassar City. The number of people with vehicles in Makassar City, as well as staff employees or CCTV operators who work in 3 (agencies), namely the Communication and Information Service, the Transportation Service and the Makassar Big City Resort Police are huge, but due to the efficiency of time and energy, the author took The sample used non-probability sampling with an accidental sampling technique for people with the number of vehicles in Makassar City and with a purposive sampling technique for employee staff and CCTV operators from the three agencies so that 139 Respondents were obtained, where the author then distributed questionnaires to respondents directly. The research results state that the Informational Disposition states that the Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the first quadrant category of the e-government initiative framework by Nour et al (2008), namely informational disposition. Transactional disposition states that respondents agree that the Closed Circuit Television (CCTV)-based security system in Makassar City meets the second quadrant category of the e-government initiative framework by Nour et al. (2008), namely transactional disposition. The consultation disposition states that the Closed Circuit Television (CCTV)-based security system in Makassar City has fulfilled the third quadrant category of the e-government initiative framework by Nour et al. (2008), namely the consultation disposition. The participatory disposition states that respondents strongly agree that there is equity and that there is democratic Responsiveness, Public Accountability, efficiency/economy, and effectiveness/quality of service in the Closed Circuit Television (CCTV) based security system in Makassar City. Therefore, the Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the fourth quadrant category of the e-government initiative framework by Nour et al. (2008), namely a participatory disposition.

Introduction

The importance of developing e-government in public administration can provide benefits, especially for public services, including the following: (a) Better services to the community. Information is provided without just waiting for the office to open. Information can be searched from the office or home without deliberately coming to a government office without an internet network; (b) Improved relations between government, business actors, and civil society. It is hoped that openness can change relations between various parties for the better because this openness is expected to eliminate suspicion and resentment from all parties towards the government; (c) Community empowerment through easily obtained information; (d) Government implementation is more efficient; and (e) For the government, producing essential letters and documents will be easier and faster. Government implementation becomes more efficient, and tracking a person's data/information can be carried out more quickly (Muliawaty & Hendryawan, 2020).

Looking at the security problems in Makassar City, researchers see that the condition of Makassar City is unsafe and disturbing the local community. The following is the total number of crimes or criminal acts that occurred in Makassar City from 2020 to 2022, which can be seen in the table below.

Table 1. Number of Crimes in Makassar City 2020-2022

Year	Number of Crimes
2020	2,435
2021	3,980
2022	9,501

Source: Makassar City Police 2022

Meanwhile, South Sulawesi Province, whose capital is Makassar City, is also one of the regions with the highest crime rate in Indonesia based on the 2020 Central Statistics Agency, which can be seen in the following table.

Table 2. 10 Regions with the Highest Crime in Indonesia 2018-2020

Area	Number Crime 2018-2020
North Sumatra	32,990
Metro Jaya	26,585
East Java	17,642
South Sulawesi	12,642
South Sumatra	12,189
West Java	11,256
Central Java	10,712
West Nusa Tenggara	8,591

Area	Number Crime 2018-2020
Riau	8,194
West Sumatra	7,992

Source: Central Statistics Agency, 2020

The table shows that there are ten regions with the highest crime rates in Indonesia, which places North Sumatra Province in first place with the highest provinces and South Sulawesi Province in the fourth highest province in Indonesia, with a crime rate of North Sumatra of 32,990, Metro Jaya of 26,585, Java East was 17,642, South Sulawesi was 12,815, South Sumatra was 12,189, West Java was 11,256, Central Java was 10,712, West Nusa Tenggara was 8,591, Riau was 8,194 and West Sumatra was 7,992.

The purpose and use of CCTV installed at several strategic points is to be able to monitor the situation and conditions in certain places so that the government can minimize and prevent criminal acts or, more precisely, can be used as evidence of crimes that have occurred. The legal umbrella for the form of collaboration carried out by the government, the private sector, and the community in implementing a digital CCTV technology-based security system is based on Makassar Mayor Regulation Number 4 of 2017 concerning the Provision and Installation of Closed Circuit Television (CCTV) in Buildings and Buildings which are reference from Law Number 19 of 2016 concerning Amendments to Law Number 11 of 2008 Regulating Information and Electronic Transactions.

Then, CCTV installation in Makassar City is only available at a few points, and this cannot support discipline, considering that Makassar City is congested and many other vulnerable and sensitive locations should be installed with CCTV. The following is the number of CCTV camera installation points installed in Makassar City based on the type of CCTV program.

Table 3. Number of CCTV Points in Makassar City Based on CCTV Type

CCTV Name	Number of Points
CCTV Smart & Sombere' City Department of Communication and Information Makassar city	230 Point
CCTV ITCS Department of Transportation Makassar city	15 Point
CCTV ETLE Makassar City Resort Police	20 Point

Source: Data Processed Results, 2023

Another problem with the CCTV security system in Makassar City is also due to differences of opinion between the alley council and the community council regarding the installation of CCTV, so the Makassar City Communications and Information Service is still holding back the installation of CCTV.

Literature Review

In general, e-government initiatives embrace political values as well as values related to efficiency. The latter is arguably common to all initiatives, such as resource scarcity, overall probability, and common denominators across all countries and government systems. For example, government efficiency is vital whether a government is democratic or not and whether a country is rich or poor. The political goals of e-government initiatives are a function of the government's level of democratization. The question of which subset among those objectives to include in a particular e-government initiative depends on the level of e-government readiness.

Thus, the proposed framework is based on differences in common efficiency-related values among e-government initiatives, while the political objectives of e-government initiatives depend on two main dimensions: democratization and e-government readiness. One would expect that countries high in democratization would likely pay more attention to political values in their e-government initiatives than those low in democratization. In the same way, countries with high e-government readiness have a greater level of capacity readiness to achieve political values and values related to efficiency compared to those with low e-government readiness. Thus, a more rational approach to setting the political objectives of an Initiative for e-government needs to consider the levels of both dimensions. Assuming two levels (high and low) for each dimension, four possible combinations are visible and can be represented by four quadrants in two-dimensional space.

From this explanation, Nour et al. (2008) put forward an e-government initiative framework which can be seen in the following picture.

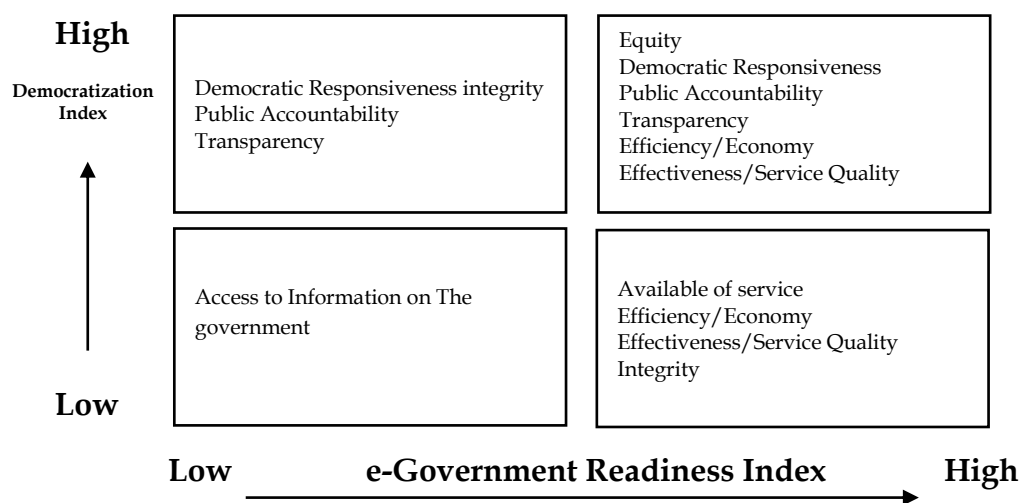


Figure 1. E-Government Initiative Framework

Source: Nour et al. (2008)

The picture above shows that the e-government initiative framework proposed by Nour et al. (2008) shows four quadrants, which are the benchmarks for

concluding four types of dispositions in e-government. These four dispositions will be explained as follows.

Informational Disposition

This disposition is shown by the first quadrant, which is depicted by the low level of democratization and e-government readiness. The primary and realistically achievable goal of e-government here is to provide ready and efficient access to government information (information efficiency). Countries in this quadrant (e.g., Sub-Saharan African countries) tend to be characterized by extreme resource scarcity that dictates a primary focus on efficiency. Political goals (e.g., democratic Responsiveness, Public Accountability, transparency, etc.) are a luxury for countries in this quadrant. The main concern is that e-government can be used as an instrument of control and manipulation.

Transactional Disposition

This disposition results from the second quadrant, represented by high e-government readiness and low levels of democratization. Three values tend to dominate this quadrant: transactional efficiency, effectiveness/quality of service, and integrity in delivering public services. In contrast to countries in the first quadrant, countries in this quadrant (for example, Malaysia and Singapore) strive to provide efficient access to information, efficient and effective delivery of public services, and integrity in providing those services. Here, the focus is on efficiency, effectiveness, and integrity in delivering public services.

Consultation Disposition

The third quadrant represents a combination of a high level of democratization and a low level of e-government readiness, indicating a consultative disposition. The political values of e-government are more likely to be paramount, although the limited e-government infrastructure here poses natural obstacles to realizing these values. Nonetheless, democratic values (e.g., transparency and integrity) that do not require policy dialogue between government and citizens can still be achieved in this context.

Participative Disposition

The fourth quadrant is high on the democratization and e-government readiness index, indicating a participative disposition. What distinguishes this quadrant from the previous three quadrants is that it represents the setting in which the realization of all objectives (both political and efficiency-related) of e-government can be realized. Although political goals are paramount here, efficiency-related goals are also important, especially in prolonged economic stagnation and chronic fiscal deficits.

Research Methods

In research on electronic government in Closed Circuit Television (CCTV) based security systems in Makassar City, a quantitative approach is used because the analysis focuses more on numerical data (numbers), which are processed using statistical methods to analyze how electronic government works in security systems. Based on Closed Circuit Television (CCTV) in Makassar City. This research was carried out in Makassar City, including the authorities who run Closed Circuit Television (CCTV) Based Security Systems, in this case, the Makassar City Communication and Information Service as the leading sector in Closed Circuit Television (CCTV) based security systems. Data sources are Primary Data and Secondary Data. Data collection techniques were carried out using questionnaires and document review.

The population and samples were the Makassar City Transportation Service, as many as 27 people, and the Makassar City Police Department, as many as 11 people. So the total number of employees or CCTV operators from these three agencies is 63 people. The number of samples in this study was calculated using the Slovin formula, namely:

n = Number of Samples

N = Total Population

1,960,211 (Number of Vehicles in Makassar City)

63 (CCTV Operator Staff)

e = LevelError : 10%

$$n = \frac{N}{1 + (N \times e^2)}$$

$$n = \frac{1.960.211}{1 + (1.960.211 \times 0,1^2)}$$

$$n = \frac{1.960.211}{1 + (19.602,11)}$$

$$n = \frac{1.960.211}{19.603,11}$$

$$n = 99,99$$

rounded to 100

$$n = \frac{N}{1 + (N \times e^2)}$$

$$n = \frac{63}{1 + (63 \times 0,1^2)}$$

$$n = \frac{63}{1 + (0,63)}$$

$$n = \frac{63}{1,63}$$

$$n = 38,65$$

rounded up to 39

So, the number of samples in the electronic government research on Closed Circuit Television (CCTV)-based security systems in Makassar City was 139 respondents, namely people with CCTV operator staff.

Results and Discussion

Based on the research problem formulation regarding Electronic Government in Closed Circuit Television (CCTV) Based Security Systems in Makassar City, this study focuses on Closed Circuit Television (CCTV) based security systems implemented in Makassar City. In analyzing electronic government in Closed Circuit Television (CCTV) based security systems in Makassar City, the e-government initiative framework was used by Nour et al. (2008) with 4 (four) e-government dispositions, namely informational disposition, transactional disposition, disposition consultation, and participatory disposition as will be explained below.

Informational Disposition

The informational disposition in Nour et al. (2008) is shown in the first quadrant, which explains that the primary and realistically achievable goal of e-government here is to provide ready and efficient access to government information (information efficiency). Thus, the strategic disposition of e-government initiatives undertaken by countries in this quadrant should be informational and primarily emphasize access to government information.

Access to government information is the central aspect of viewing informational disposition. The aspect of access to government information in the Closed Circuit Television (CCTV)-based security system in Makassar City can be seen by how the government provides access to CCTV information and can provide and communicate CCTV information clearly and ultimately to the public.

The following is a recapitulation of aspects for measuring the informational disposition of the Closed Circuit Television (CCTV)-based security system in Makassar City, which consists of aspects of access to government information, namely as follows:

Table 4. Informational Disposition

No.	Aspect	Percentage (%)	Information
1	Access to Government Information	82.2%	of Respondents agreed that there is access to government information in the Closed Circuit Television (CCTV) based security system in Makassar City

Source: Data Processed Results, 2023

Looking at the 27 statements in the questionnaire that were distributed to 139 respondents, in this case, the public and CCTV operator staff at the Makassar City Communication and Information Service, Makassar City Transportation Service and Makassar City Police, then analyzed using a frequency table, the results can be

seen to show that Respondents tend to agree that there is access to government information in the Closed Circuit Television (CCTV)-based security system in Makassar City. Therefore, the Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the category of the first quadrant of the e-government initiative framework by Nour et al. (2008), namely informational disposition.

Transactional Disposition

Transactional disposition results from the second quadrant, represented by high e-government readiness and a low level of democratization (Nour et al., 2008). In contrast to the first quadrant, the second quadrant seeks not only to provide efficient access to information but also efficient and effective service delivery and integrity in providing these services. Several aspects are examined in measuring this transactional disposition: service availability, efficiency/economy, effectiveness/service quality, and integrity.

The availability of services can be seen by how CCTV information can be provided by the public and parties who need it by the government when needed, and the steps or procedures in obtaining CCTV information are carried out easily and easily accessed by the public and parties who need it.

The efficiency/economic aspect can be seen by how the government uses existing resources to implement the Makassar City CCTV security system and can quickly carry out activities to implement it.

Meanwhile, the effectiveness/quality of service aspect can be seen by how the government has provided CCTV information services that are fast, easy and friendly to people who need them; the government carries out activities to implement the Makassar City CCTV-based security system following procedures and in accordance with community needs; the quality of CCTV information (visual/CCTV display) provided to the public and parties who need it is excellent and visible; the condition of the equipment and supplies in the CCTV security system is adequate and can be used properly; CCTV security system services respond appropriately to community problems/needs; the response of the government/CCTV security system officers to the public is carried out well if there is a security problem that occurs; as well as government CCTV security system services and authorized officers) provide reasonable attention to the community.

The integrity of the Closed Circuit Television (CCTV)-based security system in Makassar City can be seen by how the government adheres to the rules in implementing the CCTV-based security system, works according to the actual situation, does not add to or subtract from the facts in the implementation of the CCTV-based security system, showing Consistent enthusiasm to always work in implementing CCTV-based security systems and having and showing commitment to implementing CCTV-based security systems.

The following is a recapitulation of aspects for measuring the transactional disposition of Closed Circuit Television (CCTV) based security systems in Makassar

City, which consist of aspects of service availability, efficiency/economy, effectiveness/quality of service and integrity, namely as follows:

Table 5. Transactional Disposition

No.	Aspect	Percentage (%)	Information
1	Service Availability	80.7%	of Respondents agreed that services are available in Closed Circuit Television (CCTV) based security systems in Makassar City.
2	Efficiency/Economy	80.9%	of Respondents agree that there is efficiency/economy in the Makassar City Closed Circuit Television (CCTV) based security system.
3	Service Quality Effectiveness	80%	of Respondents agree that there is effectiveness/quality of service in the Closed Circuit Television (CCTV) based security system in Makassar City.
4	Integrity	82.3%	Respondents agreed that there is integrity in the Closed Circuit Television (CCTV) based security system in Makassar City.

Source: Data Processed Results, 2023

The 27 statements in the questionnaire, which were distributed to 139 respondents, in this case the public and CCTV operator staff at the Makassar City Communication and Information Service, Makassar City Transportation Service and the Makassar Big City Resort Police, then analyzed using a frequency table, it can be seen that from the four aspects transactional disposition, there is one aspect that stands out the most, namely the integrity aspect with a percentage of 82.3%. The results show that respondents agree that there is service availability, efficiency/economy, effectiveness/service quality, and integrity in the Closed Circuit Television (CCTV) based security system in Makassar City. Therefore, the Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the second quadrant category of the e-government initiative framework by Nour et al. (2008), namely transactional disposition.

Consultation Disposition

As in Nour et al. (2008), the third quadrant represents a combination of a high level of democratization and a low level of e-government readiness, which indicates a consultation disposition. The political values of e-government are more likely to be paramount, although the limited e-government infrastructure here poses natural obstacles to realizing these values. Several aspects of this consultation include democratic Responsibility, integrity, public Accountability, and transparency.

The democratic Responsiveness in the Closed Circuit Television (CCTV)-based security system in Makassar City can be seen in how the government serves

the public and parties who need CCTV information quickly and provides CCTV information accurately and efficiently.

Integrity in the Closed Circuit Television (CCTV)-based security system in Makassar City can be seen by how the government adheres to the rules in implementing the CCTV-based security system, works according to actual conditions, does not add or subtract facts in the implementation of the CCTV-based security system, shows enthusiasm who is consistent in always working in implementing a CCTV-based security system and has and shows commitment to implementing a CCTV-based security system.

Meanwhile, public accountability in the Closed Circuit Television (CCTV)-based security system in Makassar City can be seen by how the government is responsible for what has been informed to the public and parties who need CCTV information and carries out its duties well to provide CCTV information to the public.

The transparency aspect can be seen in how the government provides transparent and open CCTV information to the public and does not cover up CCTV information about procedures, costs, and responsibilities to the public and those in need.

The following is a recapitulation of aspects for measuring the consultation disposition of Closed Circuit Television (CCTV) based security systems in Makassar City, which consists of aspects of democratic Responsiveness, integrity, public Accountability, and transparency, namely as follows:

Table 6. Consultation Disposition

No.	Aspect	Percentage (%)	Information
1	Democratic Responsiveness	79%	of Respondents agreed that there was democratic Responsiveness in the Closed Circuit Television (CCTV)-based security system in Makassar City
2	Integrity	82.3%	of Respondents agreed that there is integrity in the Closed Circuit Television (CCTV) based security system in Makassar City.
3	Public Accountability	83.5%	of Respondents agreed that public Accountability exists in the Closed Circuit Television (CCTV)-based security system in Makassar City
4	Transparency	79.3%	Respondents agreed there is transparency in the Closed Circuit Television (CCTV)--based security system in Makassar City.

Source: Data Processed Results, 2023

Looking at the 27 statements in the questionnaire that were distributed to 139 respondents, in this case, the public and CCTV operator staff at the Makassar City Communication and Information Service, Makassar City Transportation Service

and Makassar City Police, then analyzed using a frequency table, it can be seen that from the four aspects of consultation disposition, there is one aspect that stands out the most, namely the public accountability aspect with a percentage of 83.5%. The results show that respondents tend to agree that there is democratic responsiveness, integrity, public accountability, and transparency in the Closed Circuit Television (CCTV)-based security system in Makassar City. Therefore, the Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the third quadrant category of the e-government initiative framework by Nour et al. (2008), namely consultation disposition.

Participative Disposition

The fourth quadrant is high on the democratization and e-government readiness index, indicating a participative disposition. The difference between this quadrant and the previous three quadrants is that it represents the setting in which the realization of all objectives (both political and efficiency-related) of e-government can be realized. Although political goals are paramount here, efficiency-related goals are also important, especially in prolonged economic stagnation and chronic fiscal deficits. Moreover, public Accountability, expected due to high democratization, dictates the efficient and effective use of public resources and integrity in using this aspect of public trust (Nour et al., 2008).

The aspects seen in this participatory disposition include equity, democratic Responsiveness, Public Accountability, efficiency/economy, and effectiveness/quality of service.

Equity in the Closed Circuit Television (CCTV)--based security system in Makassar City can be seen by how the CCTV-based security system is an asset that can increase the wealth of entities in the Makassar City Government.

The democratic Responsiveness in the Closed Circuit Television (CCTV)-based security system in Makassar City can be seen in how the government serves the public and parties who need CCTV information quickly and provides CCTV information accurately and efficiently.

Then, the public accountability in the Closed Circuit Television (CCTV)-based security system in Makassar City can be seen by how the government is responsible for what has been informed to the public and parties who need CCTV information and carries out its duties well to provide CCTV information to the public.

Meanwhile, the efficiency/economic aspect can be seen by how the government uses existing resources to implement the Makassar City CCTV security system and is able to quickly carry out activities in implementing the Makassar City CCTV security system.

The effectiveness/quality of service can be seen by how the government has provided CCTV information services that are fast, easy and friendly to people who need them; the government carries out activities to implement the Makassar City CCTV-based security system in accordance with procedures and accordance with community needs; the quality of CCTV information (visual/CCTV display)

provided to the public and parties who need it is excellent and visible; the condition of the equipment and supplies in the CCTV security system is adequate and can be used properly; CCTV security system services respond appropriately to community problems/needs; the response of the /CCTV security system officers to the public is carried out well if there is a security problem that occurs; as well as government CCTV security system services and authorized officers) provide good attention to the community.

The following is a recapitulation of aspects for measuring the participatory disposition of the Closed Circuit Television (CCTV) based security system in Makassar City, which consists of equity, democratic Responsiveness, Public Accountability, efficiency/economy, and effectiveness/quality of service, namely as follows.

Table 7. Participative Disposition

No.	Aspect	Percentage (%)	Information
1	Equity	84%	of Respondents strongly agree that there is equity in the Closed Circuit Television (CCTV) based security system in Makassar City.
2	Democratic Responsiveness	79%	of Respondents agreed that there was democratic Responsiveness in the Closed Circuit Television (CCTV)-based security system in Makassar City
3	Public Accountability	83.5%	of Respondents agreed that public Accountability exists in the Closed Circuit Television (CCTV)-based security system in Makassar City.
4	Efficiency/Economy	80.9%	of Respondents agree that there is efficiency/economy in the Makassar City Closed Circuit Television (CCTV) based security system.
5	Effectiveness/Quality of Service	80%	of Respondents agree that there is effectiveness/quality of service in the Closed Circuit Television (CCTV) based security system in Makassar City

Source: Data Processed Results, 2023

Based on the 27 statements in the questionnaire that were distributed to 139 respondents, in this case, the public and CCTV operator staff at the Makassar City Communication and Information Service, Makassar City Transportation Service, and the Makassar Big City Resort Police, then analyzed using a frequency table, it can be seen that from the five aspects consultation disposition, there is one aspect that stands out the most, namely the equity aspect with a percentage of 84.7%. The results show that respondents strongly agree that there is equity in the Closed

Circuit Television (CCTV) based security system in Makassar City. The results also show that respondents tend to agree that there is democratic Responsibility, public Accountability, efficiency/economy, and effectiveness/quality of service in the Closed Circuit Television (CCTV) based security system in Makassar City. Therefore, the Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the fourth quadrant category of the e-government initiative framework by Nour et al. (2008), namely participatory disposition.

So the Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the four quadrants of the e-government initiative framework by Nour et al. (2008) informational, transactional, consultation, and participatory on.

Conclusion

The Closed Circuit Television (CCTV) based security system in Makassar City has fulfilled the fourth quadrant category of the e-government initiative framework. This is because the informational disposition has shown a percentage of information access of 82.2%, a percentage of democratic responsiveness aspect of 79%, an integrity aspect of 82.3%, a public accountability aspect of 83.5% and a transparency aspect of 79.3%, the percentage of service availability aspects was 80.7%, efficiency/economic aspects were 80.9%, service effectiveness/quality aspects were 80% and integrity aspects were 82.3%. The percentage of the equity aspect was 84.7%, the democratic responsiveness aspect was 79%, the public accountability aspect was 83.5%, the efficiency/economic aspect was 80.9% and the effectiveness/service quality aspect was 80%.

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