

# An Openness Of Government Website Content Using Text Analysis Method

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**Abstract:-** Website as the most common media in use for the implementation of Public Information Openness. Content presented on the website has a major impact on public perception on government performance. In the text analysis of this research website, Indonesia Act. No.14/2008 on public information openness becomes the benchmark. The text analysis of the content starts by listing the content of the information on the website, then categorizing the information, in each category there are parameters in the parameters that the information starts at the value, and get the measurement value of the website content. The validation of website content information measurement in this research is Kutai Kartanegara (Kukar) District Government, Kukar has 110 units of Local Government Work Unit and 76 has website to disseminate information. The results of measurement of content with text analysis on all websites that are active in Kukar, indicating the presentation of content in the categories below is enough because only two public bodies have complete information and as mandated by the Act.

**Keywords:** Openness, Government Website, Text Analysis.

## I. INTRODUCTION

E-government cannot be separated from the main components in the process of information. One of the gateways that became the path of information is the website. According to the Public Information Openness Act, the information presented must be made available on a regular basis, necessitating and available at all times. The type of information itself includes public document services, business license services, planning transparency and financial transparency [1]. However, there is also a type of information that should not be opened such as, information that is inhibiting the process of law enforcement, disrupt the protection of intellectual property rights and unhealthy business competition, endangering the defense and security

of the state, exposing the natural wealth of Indonesia, and harming the interests of outside relations country.

Information on the government website Yavuz and Welch[2] argue that to incorporate both aspects of transparency and access to government websites can be defined as "the extent to which citizens can monitor and influence government processes through access to government information and access to decisions." Hendradjaya and Praptini [3] argue that the quality of information, expected to be accurate and reliable, up to date and easy to understand. This should increase public confidence in the website.

Writz and Rieger [4] mention that the attractiveness of information is a concept between the quality of information and design or aesthetic aspects. Content information that meets the utilitarian and aesthetic user-based criteria may be regarded as interesting.

Public information openness relates to many things as described previously such as public information openness laws, real implementation in the field, good governance, public participation, transparency, accountability and corruption. Government website as the most mainstream media used for the implementation of public information openness especially Indonesia has not fully provide information needed by the community and need to be shown by measuring public openness information content is distributed.

This study aims to measure information content on government websites based Act. No.14/2008 openness of public information. According to the law, the information presented must be available periodically, immediately and must be available at all times. The type of information itself includes community document services, business permit services, transparency of planning and financial transparency. However, there is also a type of information that should not be opened, such as information that inhibits the law enforcement process, disrupts the protection of intellectual property rights and unfair business competition, endangers national defense and security, reveals Indonesia's natural wealth, and harms the interests of foreign relations [5]. Public information disclosure is very closely related to good governance. The general characteristics of good governance are the development of a government that can manage good and effective governance. The paradigm offered by good governance is that the state apparatus is seen as a state that serves the state and performs its duties as a public servant.

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This study will be a few sections such as, Introduction to discuss issues about the content of government websites, and also analysis of text method used by previous researchers. Experimental details, how to do text analysis on government website content adjusted to Act. No. 14/2008, flowchart stages of text analysis, sample data and the extent to which text analysis is done on the sample data. Results & discussion, shows the results of text analysis on the content of government websites, as well as an explanation of the graphics analysis results. Conclusion, Summarizes the achievements described in the results and discussion, as well as the fit for research purposes.

## II. EXPERIMENTAL DETAILS

Summative content analysis involves counting and comparison, usually keywords or content, followed by the interpretation of the underlying context. The summative approach to qualitative content analysis begins by identifying and measuring certain words or content in the text in order to understand the use of word or contextual content.

If the analysis stops at this point, the analysis will be quantitative, focusing on calculating the frequency of a particular word or content. The assimilative approach to qualitative content analysis goes beyond mere counts to include latent content analysis. Latent content analysis refers to the process of interpretation.

Examples on government content and ease of use are these factors assessed by e-Services in some Thai government agencies. Website popularity becomes an important aspect that affects the performance of content on a website. Al-Kabi, Alsmadi, and Wahsheh [6] conducted research using spam techniques on web pages can lead to temporarily increase website rankings and automatically increase website popularity.

Various information can be measured in various ways such as Biddinika et al.[7] suggests that the usefulness of information related to biomass energy, depends on the reading of a person and the standability of understanding. Therefore, Biddinika's research aims to discuss whether renewable biomass energy information on Indonesian websites is easy or not understood by using the readability measurement method.

The simplicity of its range of judgments makes it easier because of the use of these measurements because they will initially be the first to evaluate and comparative performance media of the early stages [8]. The operation uses a mean like that of Ellsworth, Patel, and Kamath[9]. Wu and Guo[10] conducted an exploratory study of information issues from 31 city websites in China and promoted improved measurement efficiency with non-radial slacks-based. Studies show that local provincial governments in China are not optimal for e-government development at this time.

### a. Determination of parameters

The component that is no less important in this measurement is the parameter, the parameter determines the size of a matter relating to the performance of public information disclosure on the website as exposed in Table 1. In determining the parameters must have a basis, as the researchers did here. DeLone and McLean (1992) researched the success of information systems, one component of which is the quality of information. The criteria for obtaining an assessment are taken from Act. No. 14/2008 concerning Public Information Openness.

Parameters of timeliness of availability, indeed there are stipulated in law announced periodically in article 9, announced immediately in article 10, and available at any time article 11. The completeness parameter is one of the components of measuring instruments KIP website is the identification of performance if information distributed through incomplete websites will result in incomplete information and knowledge defects to the public.

The originality parameter refers to the authenticity of information thrown to the public. The reason why originality is important is that the original information must have a strong legal basis according to existing rules, carried out according to procedures that are also set out in the rules.

Accurate being one parameter has its consideration by the author. Accurate which means meticulous, precise, careful, information that does not contain doubts, the same as what is conveyed by the recipient, free from errors and not misleading, must explain and reflect the intent or in other words do not raise questions for the recipient of the information. Information is said to be accurate if the information is not biased or misleading, free of errors and must reflect the intent.

Table 1. Parameters and Criteria

DeLone and McLean (1992)	The website's public information disclosure measurement tool
Timeliness	<b>Timeliness of availability</b> * Any time * Periodic per six months (more than six months means late) * Immediately (emergency only)
Completeness	<b>Completeness</b> * Detailed * Wide coverage
Reliability	<b>Originality</b> * Government sources * Supported by official regulations or legislation

<b>Accuracy</b>	<b>Accuracy</b> * As per the facts * There is a data base that is made into information material
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The rule for each assessment of information is if the information meets the criteria then it is worth one if not then it is zero if fulfilled some is worth half. Criteria have the meaning as conformity to information with law regulations and on the parameters of timeliness of availability on immediate requirements specifically used for emergency information. There is a little note about the existence of special parameters for excluded information, different from other parameters. This is indicated by there is only one parameter for excluded information, namely "availability", where "there is" means the information provider has not obeyed what is in law while if "nonexistent" then it will not affect anything.

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*b. Parameter Assessment*

Judging on the measurement of the level of public information disclosure on this government website, researchers chose a simple assessment. At first, it only uses 0 and 1 because it only contains variables that are present or not included in the parameters. This was chosen because in the Wu and Guo study (2015), in the development of the compilation of measuring instruments found slices in the assessment. To accommodate the existing gradations, 0.5 is added between these values, with the gradation, although not much it causes the choice of values to increasingly adjust the parameters and methods of assessing information

on the existing parameters. In the operation step, the calculation of public information Openness is taken from the research of Ellsworth, Patel, and Kamath (2016) because it uses the Mean or average as a way of calculating instruments.

A simple assessment of this measurement instrument intends to simplify the use of these measurement instruments because these measurement instruments will initially be self-assessment and comparative media for the performance of public information disclosure among regional websites. The following are the values that will be used in this gauge that will represent the quality of the assessment:

- Normal: 0 (Bad) 0.5 (Enough) 1 (Good)
- Excluded: -1 (Bad) 0 (Does not mean anything)

The type of information that has a normal value, if the information parameter is 0 (zero) then bad, bad here means that the information is not in accordance with the existing rules. If 0.5 information is sufficient, it only contains one condition in the assessment rules in accordance with the parameters, and if it contains two conditions, it is good because it is in accordance with the recommendations in the law. In the type of information that is excluded, if an information appears then it has become a violation and is not in accordance with the laws and regulations which are therefore worth -1, and if no information is excluded is found then the value is 0 and does not function anything.

*c. Use of measuring instruments*

Instead of analyzing the entire data, the text is often approached as a single word or in relation to specific content. Pattern patterns lead to the interpretation of the contextual meaning of a particular term or content. Sample website content that will be measured in this study is in the Regional Government of Kukar Regency. Stages of analysis become important for the performance of information openness content on the website, because from this stage is known how this analysis can be used to know the measurement results correctly which can be seen in figure 1.

Noted :  
The process performed on the type of Budget Transparency information, also applies to other categories of information in the same way

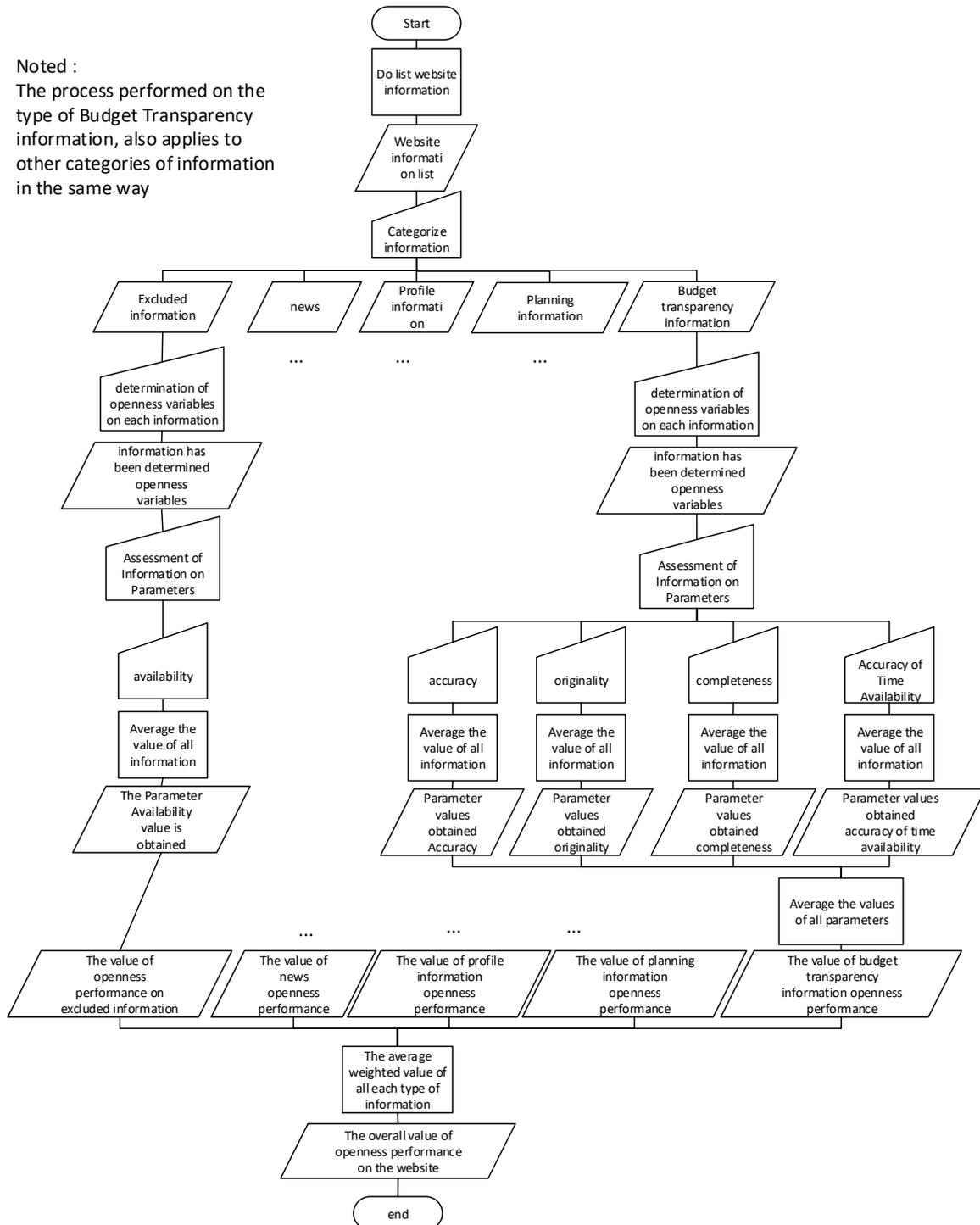


Figure 1. Stages of analysis

### III. RESULTS AND DISCUSSION

Analyzing the text on the active website content in all the Regional Device Units, not all of them have information that should exist because according to the rules of the law, it is clear once information is categorized into each type of information. In Table 1 we can see the type of information

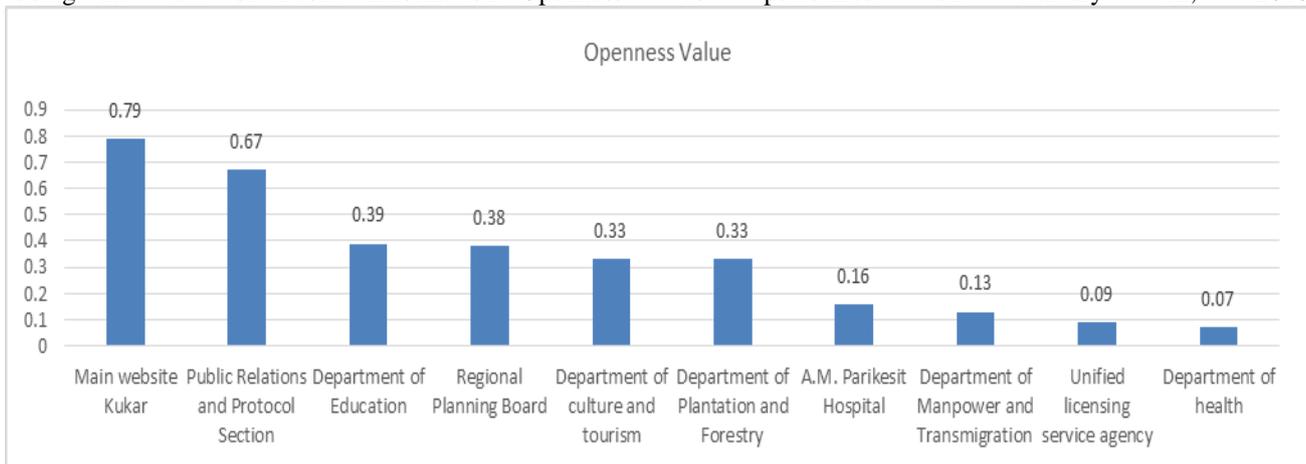
that is mostly not available on the website of the Regional Device Work Unit is the type of budget transparency information, whereas for the type of information that is excluded all the websites have followed the rules of openness law that there should be no information that excluded on the website.

**Table 2. Rating Value of public information openness Entire Website Active Unit of Regional Devices.**

No.	Local Government Work Unit	Budget transparency	Planning	Profile	news	excluded	Openness Value
1	Main website Kukar	0.75	0.83	0.93	0.76	0	0.79
2	Public Relations and Protocol Section	0.62	0.72	0.81	0.69	0	0.67
3	Department of Education	0	1	0.69	0.58	0	0.39
4	Regional Planning Board	0	1	0.53	0.72	0	0.38
5	Department of culture and tourism	0	0.58	0.88	0.86	0	0.33
6	Department of Plantation and Forestry	0	0.75	0.73	0.56	0	0.33
7	A.M. Parikesit Hospital	0	0	0.81	0.78	0	0.16
8	Department of Manpower and Transmigration	0	0	0.76	0.50	0	0.13
9	Unified licensing service agency	0	0	0.68	0.00	0	0.09
10	Department of health	0	0	0.17	0.74	0	0.07

After knowing the value of public information openness on each website active 12 websites and there are 2 that are not authors of value because it has a specific function and under the auspices of the Office is <http://lpse.kutaiartanegararakab.go.id> and <http://simpendu.kutaiartanegararakab.go.id>, then in order to know the function of comparison in measuring instrument, in doing the value of Public Information Openness

throughout the website of the Work Unit of the Regional Government in Kukar Local Government. As Figure 2 shows only 2 out of 10 active websites of the Local Government Work Unit get public information openness value above 0.5 and that is a bad thing since the other 8 websites can be said to be bad in obtaining the value of public information openness on the website. This ranking was performed on January 12, 2018.



**Figure 2. Rating Value of public information openness Entire Website Active Unit of Regional Devices**

#### IV. CONCLUSION

Public information openness analysis becomes important, because with the instrument to measure the performance of public information openness especially in the government website, the government's performance in an effort to increase transparency to the public can be known and measured. This assessment is effective in comparing and self-assessing the performance of public information openness on the official government website.

The results of measurements on all websites that are active in the local government of Kukar Regency indicate that the overall performance of public information openness is categorized under enough because only two public bodies

have complete information and as mandated by law. To comply with the provisions of Act. No.14/2008 on Public Information Openness, Kukar must struggle and improve its capacity to activate Web sites of the Regional Device Work Units that have not been actively active and have not even recently conducted Public Openness of Information contained in the content on website. These facts indicate that the management of public information openness in Kukar should be further improved.

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