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## **Management of Local Government Website at the Communication and Information Office of East Bolaang Mongondow Regency**

**Wawan Fermana Mamonto<sup>1</sup>, Fitri Mamonto<sup>2</sup>, Goinpeace Tumbel<sup>3</sup>**

Public Administration Magister Program, Universitas Negeri Manado, Indonesia

Email: [wfmamonto@gmail.com](mailto:wfmamonto@gmail.com)<sup>1</sup>, [fitrimamonto@unima.ac.id](mailto:fitrimamonto@unima.ac.id)<sup>2</sup>,  
[goinpeacetumbel@unima.ac.id](mailto:goinpeacetumbel@unima.ac.id)<sup>3</sup>

**Abstract.** The purpose of this research is to describe, analyze, and explain the management of local government websites at the Communication and Information Office of East Bolaang Mongondow Regency. This research uses a qualitative descriptive method. The focus of this research is on the Management of Local Government Websites at the Communication and Informatics Office which includes financing, human resource competencies, facilities and infrastructure, and Monitoring and Evaluation. The sub-focus or indicators are budgeting, budget realization, knowledge and skills of website operators, facilities, supervision and leadership involvement. Website Management of the Regional Government of East Bolaang Mongondow Regency has not been implemented properly as evidenced by the many cyber/hacker attacks that occur by Online Gambling Sites. The obstacles faced by the Communication and Informatics Office of East Bolaang Mongondow Regency are inadequate facilities provided, the limited budget ceiling set for the implementation of website management and the lack of operator competence in website security systems. Allocating sufficient funds to the website management activity program and increasing the competence of website operators will make the website management of the East Bolaang Mongondow local government run optimally.

**Keywords.** Management, Local Government Websites, Competencies, Human Resources, Public Budgeting

### **A. Introduction**

The rapid advancement of the digital era has brought significant changes in governance, one of the government challenges of the digital era in governance is that public agencies are required to provide transparent and accountable services, so that people get public information more easily and practically (Masengi et al., 2023) [1]. In 2008 the Indonesian government made a big leap in pursuing the progress of the digital era by giving birth to Law Number 14 of 2008 concerning Public Information Disclosure. One of the main objectives of the policy is to improve the management and information services of the Government of Indonesia so as to produce quality information services in order to build a public paradigm towards information that was once closed and always monopolized by the ruling elite, now handed over to the people (Suhendar, 2020) [2].

The government responded to this challenge by pushing again the Presidential Regulation of the Republic of Indonesia No. 95 of 2018 concerning Electronic-Based Government Systems known as Electronic Government (E-Government), In this regulation the government is required to implement public services that can be accessed by all levels of society which are built in an integrated electronic-based public service portal such as email channels, website channels, mobile channels to social media channels, this shows seriousness in realizing e-government (Awaludin, 2019) [3].

E-Government is a form of technological advancement in the field of information and communication used in realizing good governance (Batool et al., 2021) [4]. As it has been widely used by developed countries, but in Indonesia it has only become a concern since the issuance of Presidential Regulation of the Republic of Indonesia No. 95 of 2018 concerning Electronic-Based Government Systems.

Electronic-Based Government System (SPBE) is a form of application and utilization of information and communication technology in the government process. As we know, good governance can be realized through the application and utilization of information technology, which is increasingly rapidly developing, which is certainly expected to bring many fundamental changes to the government bureaucracy (Choirunnisa et al., 2023) [5]. However, apart from this, the application of e-government can actually be an interactive communication medium for the government and the community in welcoming the development of a region and is able to increase insight and make it easier for people to get access to certain services available in the government. With this, the utilization of e-government and its relationship is an issue that is often discussed by academics and politicians because in its application there are still many weaknesses that immediately need to be improved.

Also based on the Vision and Mission of the Regent and Deputy Regent of East Bolaang Mongondow Regency for 2021-2026, which relates to the Communication and Informatics Service of East Bolaang Mongondow Regency is mission 1 (one), namely "Improving Good Governance". Furthermore, the programs of the Regent and Deputy Regent of East Bolaang Mongondow Regency are described as: 1) Provide reliable, safe, quality, up-to-date ICT infrastructure and improve the implementation of general applications and special applications in accordance with SPBE through the Public Information and Communication Management Program; 2) Developing actual, fast and accurate governance of public information and communication services through the Informatics Application Program; 3) Optimizing the collection, analysis and processing of sectoral statistical data that is accurate, up-to-date, integrated, accountable, easily accessible and shared through the Sectoral Statistics Implementation Program; 4) Strengthening information security management of electronic/non-electronic systems by providing supporting facilities and infrastructure for coding through the Coding Implementation Program for Information Security.

This is proof that e-government or Electronic-based Government System (SPBE) is an important foundation in realizing good governance. Puspita and Martani (2012) explain that there are three regulations related to the use of electronic media to disclose information to the public, including Government Regulation No. 6/2008 Article 53, Government Regulation No. 3/2007 Article 27 and Minister of Home Affairs Regulation No. 7A/2007 Article 4 and Article 5. All of these regulations basically refer to the use of websites as the right step in the implementation of E-government, because the information contained therein is more easily accessible for information users [6].

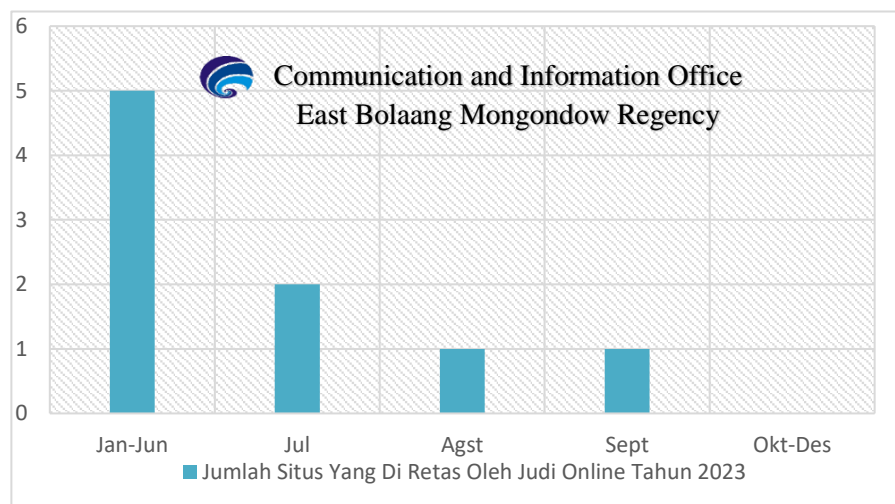
Seeing the importance of E-Government in governance, it requires government attention to make various changes significantly through the implementation of e-government,

so that now many local government agencies have begun to implement e-government through information channels in the form of websites that contain various information that can be accessed by the public ranging from organizational structure, vision and mission, names of officials, information on tourism, education and so on (Aprilia et al., 2014) [7].

Likewise, the local government of East Bolaang Mongondow Regency has begun to utilize information technology and maximize the role of local government in disseminating information and creating an interactive communication climate in order to realize good governance, namely by striving to implement electronic government in the form of a website in carrying out its government affairs.

The utilization of websites in the East Bolaang Mongondow Regency started in 2019 and became effective in 2020 and is managed by the East Bolaang Mongondow Regency Communication and Information Office and is responsible for developing electronic government in East Bolaang Mongondow Regency through the official government website, namely [www.boltimkab.go.id](http://www.boltimkab.go.id) The implementation of electronic government through the use and utilization of the regional government website of East Bolaang Mongondow Regency still faces obstacles and challenges, where currently there are still many websites that have been hacked by hackers, this indicates that the management of the regional government website is not optimal because the manager does not have qualified competence because there are still many agency websites that have been hacked by irresponsible parties.

Meanwhile, in terms of planning and budgeting in the management of local government websites in the Public Information Service activities at the Communication and Informatics Office in 2023 amounted to IDR 167,322,187 with a budget realization of IDR 167,264,818 or a percentage of budget absorption of 99.97% where the budget absorption is included in the very good category, but from the actualization it has not run optimally as evidenced by the large amount of website data that has been hacked as data obtained in 2023 as follows:



**Figure 1.** Graph of the Number of Hacked Sites

By looking at these problems, it is reviewed that the implementation of electronic-based government (e-government) in realizing good governance (good governance) the existence of local government websites has not gone well as a form of one of the development

strategies in implementing e-government, due to the limited competence of human resources as managers so that there are still many websites hacked by online gambling sites in 2024.

Therefore, to see whether the management of local government websites runs effectively and efficiently as a form of e-government implementation. So the author is interested in conducting research entitled "Management of Local Government Websites at the Communication and Information Office of East Bolaang Mongondow Regency". The objectives to be achieved in writing this research are to describe, analyze, and explain the management of local government websites at the Communication and Information Office of East Bolaang Mongondow Regency.

### **B. Method**

The type of research used is descriptive qualitative. Sugiyono (2014) in Mamonto et al. (2023) states that the descriptive research method is used to try to solve or answer problems that are being faced in the current situation carried out with the steps of collecting classification and analyzing data processing and making conclusions and reports with the main objective of making a description of a situation objectively in a description of the situation [8].

The focus of this research is on the Management of Local Government Websites at the Communication and Information Technology Office which includes financing, human resource competencies, facilities and infrastructure, and Monitoring and Evaluation. The sub-focus or indicators are budgeting, budget realization, knowledge and skills of website operators, facilities, supervision and leadership involvement.

The data collection technique used was triangulation technique: observation, interview and documentation study. Key informants in this study were determined using purposive sampling method. The data analysis technique used an interactive model introduced by Miles and Huberman (2005) in Posuma et al. (2024), namely: data collection, data reduction, data display, and conclusion drawing/data verification [9].

### **C. Result and discussion**

Local Government Website Management is very important and needs to be considered, because if the management of local government websites does not run well, it will have an impact on the lack of dissemination of information to the public and a decrease in the level of public trust in the government (Prastiwi et al., 2022) [10].

Based on the research objectives, namely to describe, analyze, and explain the management of local government websites at the Communication and Informatics Office of East Bolaang Mongondow Regency, the authors collected data and related information through interviews and observations to relevant informants.

This research entitled management of local government websites at the Communication and Informatics Office of East Bolaang Mongondow Regency uses descriptive qualitative research with 7 (seven) research sub-focuses which become an indicator of the extent to which website management is running.

#### ***Financing***

The following are the results of research on the focus of financing with indicators of budgeting and budget realization obtained from observations and interviews in Langapan which have been processed by researchers:

**Table 1.** Research Findings on Financing Focus with Budgeting and Budget Realization Indicators

<b>Indicator</b>	<b>Findings</b>
Budgeting	Budgeting for the management of the eastern bolaang mongondow district local government website is very limited. this is an obstacle for the local government website coordinator, namely the communication and informatics office where there are many activity programs that must be carried out together with limited funding sources. In the end, existing funds are prioritized for more mainstream activities.
Budget Realization	The realization of the website budget was well absorbed even in the third quarter touched 97%, this was due to the minimum budget set so that the existing budget was quickly absorbed.

*Source: processed research data (2024)*

Budgeting for the regional government website is budgeted through the work plan of the Communication and Information Service (Renja) after which the ceiling set is input into the Regional Government Information System (SIPD) application in accordance with the provisions of Permendagri Number 70 of 2019 concerning Regional Government Information Systems, and for the budget ceiling of the regional government website it is not ideal or not as needed due to the limited ceiling of the Communication and Information Service each year (Adisi & Sadad, 2022) [11].

The results of this study indicate the lack of budget disbursed for the implementation of local government website management, so that some activities in strengthening local government website management must be postponed or not implemented.

Meanwhile, budget realization is the implementation of the budget which includes analysis and evaluation of budget implementation, budget realization aims to provide feedback and follow-up so that in the following year it is even better.

From the results of the study, the budget realization report (LRA) of the local government website is very good even in the 3rd quarter (three) the budget has been absorbed almost perfectly (97%), this is because the budget provided for the management of the local government website is very limited and only focuses on things that are more prioritized.

### ***Human Resource Competencies***

The following are the results of research on the focus of human resource competencies with indicators of knowledge and skills of website operators obtained from observations and interviews in Langapan which have been processed by researchers:

**Table 2.** Research Findings on the Focus of HR Competencies

<b>Indicator</b>	<b>Findings</b>
Knowledge	The assignment of operators is in accordance with the provisions of the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia No. 1 of 2020 concerning Guidelines for Position Analysis and Workload Analysis, in terms of knowledge, the employees in charge have the appropriate scientific background and work experience for 5 (five) years proves that the operator's knowledge of the website is quite qualified, but operators

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	rarely participate in website management training in terms of local government website security.
Skill	It was found in the field that the skills of local government website operators are not good, as evidenced by the problems that often occur, namely cyber / hacker attacks (hacking) from online gambling sites, which will have an impact on the level of public trust and damage to existing website systems.

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*Source: processed research data (2024)*

The assignment of employees to become website operators is in accordance with ANJAB (position analysis) and ABK (workload analysis) in accordance with the provisions of the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia No. 1 of 2020 concerning Guidelines for Position Analysis and Workload Analysis (Haryanto, 2021) [12]. The selection of operators in accordance with competence both from educational background and experience is evidenced by the results of interviews with operators that have served as local government website operators for 5 (five) years and have even attended technical guidance and workshops on managing local government websites conducted by BPSDMP Ministry of Communication and Information of North Sulawesi.

The skills of the operator of the local government website of the eastern Bolaang mongondow district are still not reliable, because many problems and cyber / hacker attacks are encountered in the field, especially from online gambling sites, even though the operator has participated in technical guidance (bimtek) and training workshops on managing local government websites, but the form of training only focuses on managing news publications starting from SOP (standard operating procedures) to evaluating the news produced, the operator's skills have not yet reached the management of website security currently still using standard security, namely using a firewall, where hackers can hack data and damage existing systems.

Increasing the security of the website of the regional government of East Bolaang Mongondow Regency must be budgeted and implemented in the following year, especially on website security to ensure that the system on the website cannot be hacked easily by hackers.

### ***Infrastructure (Facilities)***

The following are the results of research on infrastructure focus with facility indicators obtained from observations and interviews in Langapan which have been processed by researchers:

**Table 3.** Research Findings on Infrastructure Focus with Facility Indicator

<b>Indicator</b>	<b>Findings</b>
Facility	Internet facilities between regional apparatus organizations (OPD) are not yet adequate as evidenced by the many internet network connection disruptions in the field, the local government is working with PT Icon Plus to procure government intranet network connections, where PT Icon Plus is a newcomer to the world of internet networks, this has an impact on the stability of the existing internet network, especially the geographical conditions in the region and the uneven infrastructure that causes disruption in the management of local government websites.

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*Source: processed research data (2024)*

The tools used to manage the website of the local government of the eastern district of Bolaang Mongondow are quite adequate, it's just that the internet network connection sometimes has interference so that website management is slightly disrupted. From the findings in the field, internet network facilities are often disrupted due to management from a third party, namely PT Indonesia Comnets Plus or ICON PLUS, a subsidiary of PT PLN (Persero), which is a new company that has entered the eastern district of Bolaang Mongondow, causing an unstable internet connection.

### ***Monitoring and Evaluation***

The following are the results of research on the focus of leadership evaluation with indicators of supervision and leadership involvement obtained from observations and interviews in Langapan which have been processed by researchers:

**Table 4.** Research Findings on the Focus of Leadership Evaluation with Indicators of Supervision and Leadership Involvement

<b>Indicator</b>	<b>Findings</b>
Supervision	Supervision is carried out directly by the head of the communication and informatics office on the management of local government websites, supervision is carried out periodically every quarter through evaluation meetings that are often held by the office, as evidenced by the results of reconciliation of activities every month in the current year.
Leadership Involvement	The head of the East Bolaang Mongondow Regency Communication and Information Office is always involved when problems arise on the website, the leader is quite responsive in managing local government websites but has not been able to provide guidance and improve the competence of website operators according to the desired standards.

*Source: processed research data (2024)*

In government administration, supervision is very important to avoid fraud, corruption and waste of government budgets (Yuwono, 2018) [13]. From the results of interviews with the head of the Communication and Information Service, periodic supervision of the management of the regional government website in East Bolaang Mongondow Regency is carried out routinely every quarter of the current year, starting from planning, implementation, to evaluating the achievements of the set targets.

Leadership involvement in local government website management has a very important role in producing effective website management (Nurrahman et al., 2021) [14]. From the results of interviews with the head of the East Bolaang Mongondow Regency Communication and Information Office, the head of the office is always involved in determining budgeting plans and dealing with problems that occur on the website, but has not been able to provide guidance and improve the competence of website operators according to the desired standards.

Based on the results of research and interviews conducted with all informants or sources, it is known that in the management of the local government website of the eastern Bolaang mongondow district, namely, the ceiling set for the management of the local government website is very limited, the competence of local government website operators is

not yet professional, especially in terms of website security, and the facilities used for managing local government websites are inadequate, as well as the lack of awareness of leaders about the importance of local government websites as information channels in building public trust.

The existence of adequate facilities, quality resource competencies, and sufficient budget ceilings in the agency, as well as leadership awareness of the importance of government websites as the main tool for disseminating information will make the management of the eastern bolaang mongondow district local government website optimal, this is one of the strategies in implementing e-government development. The presence of e-government is intended to accelerate the realization of good governance, which is expected to produce maximum, effective and efficient public services to the community, so that in the end it will be able to improve the quality of people's lives (Mandagi, 2023) [15], especially in the east Bolaang Mongondow regency.

The above conditions are in line with those found by Afandi et al. (2022) in their research which states that the obstacles in managing the asahan district local government website are the lack of human resource capacity in website management and inadequate facilities and an unstable internet network so that this makes the communication and informatics office experience difficulties in managing the local government website [16].

#### **D. Conclusion**

Based on the results of the research and discussion above, it can be concluded that good Local Government Website Management will have an impact on the development of e-government, as in Presidential Instruction No. 3 of 2003 concerning E-Government Development Strategies which aims to improve the efficiency, transparency and accountability of government administration. This opens up opportunities for the public to dialogue, participate, and be motivated as government partners in the policy-making process, which is one of the visions and missions of the eastern district of Bolaang Mongondow. The management of the Website of the Regional Government of East Bolaang Mongondow Regency has not been carried out properly as evidenced by the many cyber / hacker attacks that occur by Online Gambling Sites.

The obstacles faced by the Communication and Informatics Office of East Bolaang Mongondow Regency are inadequate facilities provided, the limited budget ceiling set for the implementation of website management and the lack of operator competence in website security systems. Allocation of sufficient funds will make the management and supervision of the website of the local government of East Bolaang Mongondow Regency as desired.

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