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# Implementation of E-Government Through Myceisa Application in Covid-19 Era (Case Study of Customs and Excise Supervision and Service Office of Customs Type C Meulaboh)

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## Abstract

**Background** Active involvement in the information, communication, and technology revolution has led many central and local government agencies to develop public services through communication and information technology, known as e-government. This research is to examine the implementation of one form of e-government, namely the MyCeisa application at the Customs and Excise Supervision and Service Office Type C Meulaboh Customs. This study also discusses the challenges and support in its implementation as well as suggestions for solving all the challenges faced.

**Methods** This study uses a qualitative method with a descriptive approach. In collecting data, the author uses the method of observation, interviews, documentation and audio documents and data analysis techniques using the methods of reduction, presentation and drawing conclusions.

**Results** The results of the study indicate that the implementation of the MyCeisa application has been carried out well as evidenced by the fulfillment of all indicators of successful policy implementation based on the theory of successful policy implementation of Edward III. The challenges faced in its implementation are the MyCeisa application server which is sometimes down and the internet network is also disrupted during a power outage. Meanwhile, support during the implementation of the MyCeisa application includes competent and quality human resources, an easy MyCeisa application work system and facility assistance and support from related agencies.

**Conclusions** The implementation of the MyCeisa application has been successful, supported by competent and high-quality human resources, a user-friendly system, and assistance from related agencies.

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## Introduction

The development of information and communication technology requires citizens to continue to move dynamically in facing every challenge, until in the end the development of technology and information affects changes in all aspects of state life in the economic, social, educational, defense and security, political, and governmental fields. The era of globalization and technological changes that increasingly encourage the emergence of demands for fast and accurate information for a matter that is mandatory in the field of society. (Apriyansyah et al., 2018).

Advances in information, communication and technology demand changes in the patterns and ways of carrying out activities in all sectors. Active involvement in the information, communication and technology revolution will determine the future of the nation's welfare, the use of information, communication and technology or Information, Communication and Technology (ICT) has grown widely, and many central government agencies and local governments are developing public services through technology communication and information called e-government (Sosiawan, 2015).

Digital-based government or known as electronic government was initiated by the issuance of Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for Electronic Government Development. Through the implementation of e-government, the government utilizes information technology to organize management systems and optimize performance.

Presidential Instruction No. 3 of 2003 also explains that the use of information technology in the implementation of e-government includes two activities that affect each other. First, activities that include information management, data processing, work processes, and management systems that run electronically. The second activity is an activity related to the provision of public services that utilize advances in information technology (Yuni & Adnan, 2022).

The implementation of the Presidential Instruction of the Republic of Indonesia Number 3 of 2003 aims to provide better public services, by improving the relationship between government and industry and commerce, empowering the public through access to information and improving the efficiency of government administration. Another advantage of using information technology for government agencies is to reduce fraud, increase openness, increase speed, increase revenue and or reduce costs (Ibrahim & Maita, 2017).

E-Government is a form of service implementation that can improve the quality of public services based on technology and communication in order to answer the demands and needs of the public who want fast data processing and precise information. E-Government is needed to improve efficiency, effectiveness, transparency, and accountability of government with the intention that grow increase public confidence in the image of government services, especially the bureaucracy.

E-Government is a form or model of government system based on the power of digital technology, where all administrative work, services to the community, supervision and

control of resources belonging to the organization concerned, finance, taxes, levies, employees and so on are controlled in one system (Sukatmi & Afriyanto, 2019). E-Government is a new development in the context of improving public services based on the use of information and communication technology so that public services become more transparent, accountable, effective. Government to Employees (G2E) is part of the type of e-government relationship that provides solutions to the quality of work of civil servants who work in government agencies such as the government employee career development system so as to improve the quality of human resources and also the system is needed as a supporting process in improving employee performance and welfare.

Since the announcement of the covid-19 case for the first time in Indonesia on March 2, 2020 (Sukarno et al., 2021) considering the impact of the covid-19 pandemic is quite large, the government then issued a regulation regarding Large-Scale Social Restrictions (PSBB) in order to accelerate the handling of Corona Virus Disease 2019 (Covid-19). PSBB is carried out one of them by closing the workplace, however the world of work cannot be restricted forever, therefore it is necessary to make mitigation efforts and workplace readiness as optimal as possible so that they can adapt through changes in lifestyle to the Covid-19 situation (New Normal).

The same thing was done by the Directorate General of Indonesian Customs and Excise who also *worked from home* in implementing New Habit Adaptation (IMR) during the covid-19 pandemic to maintain employee productivity, professionalism and discipline by using the development of information technology in doing work online using the zoom meeting platform. And to facilitate the service system, the Directorate General of Customs and Excise implements the implementation of service and supervision centralization or Custom-Excise Information System and Automation (CEISA).

Figure 1. MyCeisa App
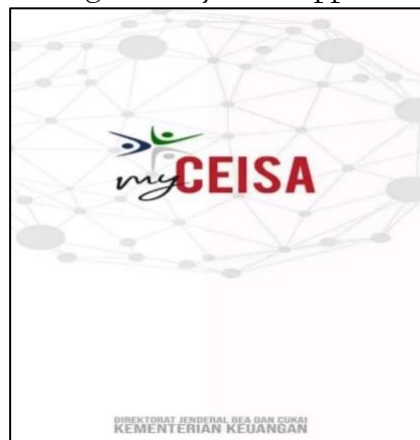


Source: MyCeisa App, 2021

This study was conducted at the Customs and Excise Supervision and Service Office of Type C Meulaboh located on Jl. Iman Bonjol, Suak Raya, Johan Pahlawan, West Aceh Regency, Aceh 23611. The implementation of the MyCeisa application has been implemented since April 2020, this policy is implemented based on SE-15 / BC / 2020 concerning the Application of Online Presence within the Directorate General of Customs and Excise, and Ministry of Finance Regulation 211 / PMK.01.2014

which regulates working days and hours within the Ministry of Finance.

Figure 2. KPPBC TMP C Meulaboh



Source: Meulaboh Customs official website, 2021

Based on Minister of Finance Regulation Number 188/PMK.01/2016 concerning the organization and work procedures of vertical agencies of the Directorate General of Customs and Excise, the Meulaboh Customs Supervision and Service Office is a vertical agency under and responsible to the Head of the Regional Office of the Directorate General of Customs and Excise of Aceh Province. With the working area of the Customs Supervision and Service Office of Type C Meulaboh consists of 7 districts and 1 municipality, namely: (1) West Aceh Regency; (2) Aceh Jaya Regency; (3) Nagan Raya Regency; (4) Southwest Aceh Regency; (5) Aceh Singkil Regency; (6) Semeleu Regency; (7) Subulussalam Municipality.

The Meulaboh Customs and Excise Supervision and Service Office Type Madya Pabean C has 51 employees, 41 ASN employees and 10 non-ASN or CS-PKD employees (4 clening service people and 6 internal security patrols). The number of employees in the office reviewed based on employment status can be seen from the following table:

Table 1. Number of Employees Based on Employment Status

| No. | Employment Status | Total |
|-----|-------------------|-------|
| 1 | ASN | 41 People |
| 2 | Non-ASN | 10 People |
|  | Total | 51 People |

Source: General Subdivision 2022

This study uses the implementation theory of George C. Edward III in this theory, George C. Edward III says that there are four variables that greatly affect the success of implementing a policy, namely communication, resources, disposition (attitude of implementers), bureaucratic structure (Agustino, 2016). This implementation theory is often referred to as Direct and Indirect Impact on Implementation.

Pebriyanti Manurung.

Although many studies on e-government implementation have been written ([Muliawaty, L., & Hendryawan, S, 2020](); [Nugroho & Purbokusumo, 2020](); [Hardjaloka, 2014](); [Susilawati et al., 2023](); [Abdussamad et al., 2024]()). However, this study focuses on the implementation of e-government through the MyCeisa application in the covid-19 era at the Customs and Excise Supervision and Service Office of Type C Meulaboh.

Based on the above background, the researcher is interested in conducting further scientific research using real data in the field about "E-Government Implementation Through the MyCeisa Application in the Covid-19 Era (Case Study of the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh)" and this is to find out the extent of the influence of e-government implementation through the MyCeisa application in the Covid-19 era at the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh. Based on the background that has been stated above, the problem formulations in this study are, how is the implementation of e-government through the MyCeisa application in the covid-19 era at the Customs and Excise Supervision and Service Office of Type Madya Pabean C Meulaboh. What are the obstacles that hinder the implementation of e-government through the MyCeisa application in the covid-19 era at the Customs and Excise Supervision and Service Office of Type Madya Pabean C Meulaboh.

## Methods

This research uses qualitative research methods, which are research methods used to understand complex social problems and interpret data found in the field into a value or meaning ([Sugiyono, 2015]()). This method is very appropriate for studying existing social problems completely and dynamically related to facts and reality. Data sources are obtained through primary data and secondary data. In this study, the authors used the technique of determining sources by purposive sampling. Purposive sampling ([Sugiyono, 2015]()) is a data source sampling technique with certain considerations. This consideration is based on the researcher's need for the informant or it can be said, this technique directly determines who the informant is according to the data needed.

In qualitative research, the research instrument is the researcher himself or also called human interest ([Sugiyono, 2015]()). This is because qualitative research has characteristics that are very flexible and can develop along with the times with the research process.

## Results and Discussion

### Implementation of the MyCeisa Application at the Customs and Excise Supervision and Service Office of Meulaboh Type C Customs

The MyCeisa application is one of the many applications created in today's digital era that aims to support the implementation of functions and tasks. The Directorate General of Customs and Excise carries out technological transformation in the field of employee discipline with the MyCeisa (Costum Excise Information System and Automation) application. The MyCeisa application is one of the automation system applications owned by the Directorate General of Customs and Excise to integrate all services that can be accessed by service users anytime and anywhere with an internet connection, making it more user-friendly for Customs and Excise employees. Currently the MyCeisa application has been

refined into the latest version, Ceisa 4.0, which is more sophisticated than the previous Ceisa version.

The Ceisa system uses a Single Sign On / Out (SSO) mechanism when accessed by employee users, namely using 1 (one) username and password, a user can access many sub-systems such as import, export, treasury and others. Before accessing the Ceisa system, an employee must activate the SSO user independently through the intranet portal located at the address http://intranet.beacukai.go.id.aktivasi. With conditions, namely: (1) Only applies to Customs employees who already have NIP either CPNS or PNS; (2) Personnel data has been entered into the CEHRIS G3 System.

In terms of implementation, the results of field research prove that the implementation of the MyCeisa application has gone well, this is evidenced by all employees of the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh have used the MyCeisa application properly in the work process and through the application of MyCeisa it can optimize the digital workspace. The implementation of the MyCeisa application at the Meulaboh Customs and Excise Supervision and Service Office Type Madya Pabean C shows positive results by following the 4.0 industrial revolution which has begun to change the face of human civilization, regarding Artificial Intelligence (AI), namely 60% of jobs will be adopted automation and the remaining 30% will use digital technology machines, and only 10% will involve brainware (users).

The online attendance system in the MyCeisa application was developed using a smartphone operating system-based platform that is used with valid authentication media such as face and location authentication so that it becomes a flexible and easy-to-use system. The MyCeisa application follows the rapid development of technology which has proven to be able to provide many benefits both in terms of effectiveness and efficiency, as well as transparency and performance accountability.

The use of this MyCeisa application, will make it easier for employees so that they do not need to collect and analyze many physical files, but only need to input data and the data will be presented and submitted automatically, it is hoped that every human resource involved will always develop their capacity and be able to keep up with the rapid advancement of technology because in today's digital era, mastery of information technology tools is a very important thing that every party must learn.

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**Indicators of Success of the MyCeisa Application Implementation Program**

**1.   Resources**

Based on the results of the research, the authors found that the resources owned in the implementation of the MyCeisa application at the Meulaboh Customs and Excise Supervision and Service Office Type Madya Pabean C are very good, although they still need to be improved. The resources in implementing the MyCeisa application have been summarized in the table.

Table 2. Resources in the Implementation of the MyCeisa Application

| No. | Resource Type | Description |
|---|---|---|
| **Human** | | |
| 1 | Management staff or UPK (Unit Pengelola Staffing | 3 people |
| 2 | User employee | 41 people |
| **Authority** | | |
| 3 | SE-15/BC/2020 on the Implementation of Online Presence within the Directorate General of Customs and Excise, and Ministry of Finance Regulation 211/PMK.01.2014 which regulates working days and hours within the Directorate General of Customs and Excise. Ministry of Finance. | - |
| **Facilities** | | |

| 4 | Internet Network (WI-FI) | 1 unit |
|---|---|---|
| 5 | Computer equipped with webcam | 25 units |
| 6 | Genset (Generator Set) | 1 unit |
| **Budget** | | |
| 7 | There is no specific budget in the implementation MyCeisa application at KPPBC TMP C Meulaboh | - |

Source: Reprocessed by General Subdivision 2022

The successful implementation of the MyCeisa application at the Customs and Excise Supervision and Service Office of Type C Meulaboh is strongly supported by human resources who are ready and qualified and have high skills and competitiveness in supporting the perfection of productivity and organizational activities in the current era of digitalization. The author observes that one of the things that underlies this success is inseparable from the educational background of Customs and Excise employees, who are required to have a minimum education of D-1 in the field of Customs and Excise / similar, so that the quality of understanding of knowledge related to Customs and Excise has a positive impact on problem solving abilities for any obstacles that occur. For example, handling the anticipation of application errors in the short term, namely restarting the system and monitoring the MyCeisa application regularly, and medium-term handling, namely transferring data from the Data Center (DC) to the Disaster Recovery Center (DRC) in order to temporarily improve services.

The development of reliable human resources can be realized through training activities and HR development activities, so that every potential possessed by each employee can be developed, and then can be used effectively. Apart from competent and qualified human resources, it cannot be denied that the successful implementation of the MyCeisa application is an important role of the Directorate General of Customs and Excise, this is evident from the socialization via zoom meeting regarding the presentation of an overview related to what applications are integrated into the Ceisa portal and the functions of these applications, the direction of future information technology development policies, application service management.

## 2. Communication

Based on the results of research conducted by the author, the communication process in implementing the MyCeisa application is very good and occurs intensely with coordination and cooperation involving 4 parties, namely the Directorate General of Customs and Excise, Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh, UPK (Personnel Management Unit) KPPBC TMP C Meulaboh, and KPPBC TMP C Meulaboh Employees. The author has described the process as follows:

Figure 3. Communication Flow of MyCeisa Application Implementation
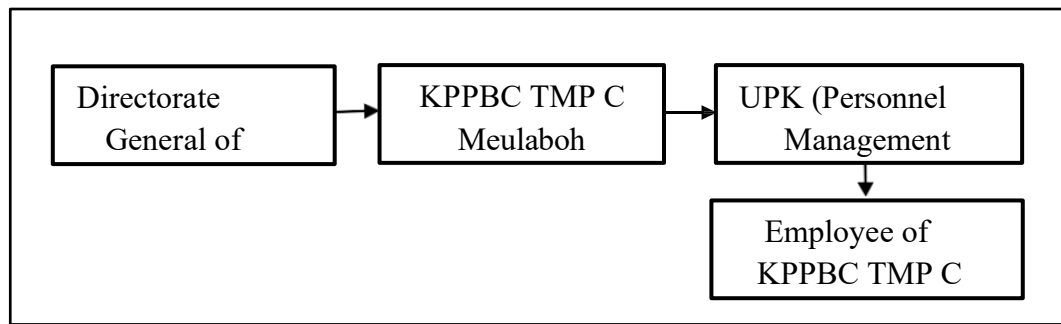


Source: General Subdivision 2022

The communication carried out so far has been going well, between the Directorate General of Customs and Excise and the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh and UPK (Personnel Management Unit) with all employees of the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh. This communication aims to improve more centralized services, all personnel administration data is more centralized, so that the head office can automatically check employee data without having to wait for manual recap, so that access to information is more centralized.

Communication in the application of the MyCeisa application is carried out via a zoom meeting, namely about the presentation of an overview related to applications that are integrated into the ceisa portal with information security control, service management, and evaluation as well as about the development of information and communication technology in the future. Furthermore, communication between UPK and KPPBC TMP C Meulaboh employees is communication carried out with the aim of providing an overview of the MyCeisa application, activation of the MyCeisa application, and service management, exposure to the MyCeisa application is carried out by direct communication and is informal.

## 3. Disposition (Executor Attitude)

During the research, the author also observed the attitudes of managing employees and employees using the MyCeisa application at KPPBC TMP C Meulaboh. The results that the author gets are that each employee has mastered and is proficient in managing and using the MyCeisa application so that it has a positive impact on employee performance and is more effective and efficient, it can also improve the quality of e-government at the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh.

The attitude of each employee is very supportive of the policies in SE-15/BC/2020 concerning the Implementation of Online Presence within the Directorate General of Customs and Excise, and Ministry of Finance Regulation 211/PMK.01.2014 which regulates working days and hours within the Ministry of Finance. This is evidenced by the seriousness of employees in carrying out their duties and the attitude of each employee who fully supports what is stated in SE-15 / BC / 2020 and Ministry of Finance Regulation 211 / PMK.01.2014.
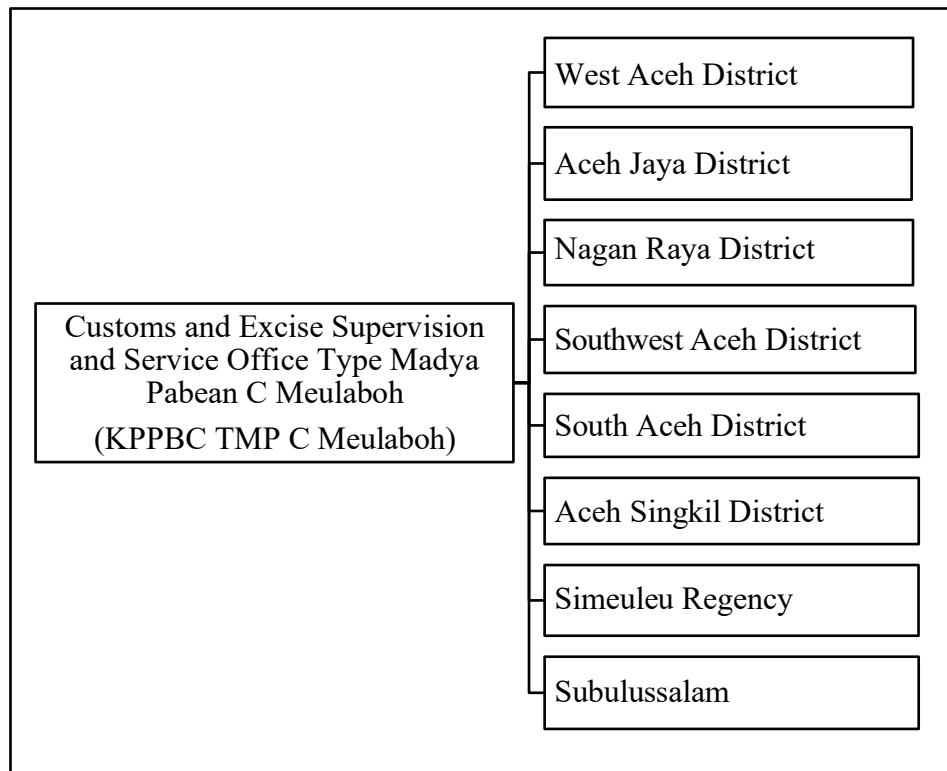
## 4. Bureaucratic Structure

Based on research conducted by the author, the bureaucratic structure in the implementation of the MyCeisa application through SE-15 / BC / 2020 and Ministry of Finance Regulation 211 / PMK.01.2014 so far has resulted in a positive performance impact through good and directed coordination between superiors and subordinates, or fellow employees, both management employees and user employees, this directed coordination is supported by every employee who is reliable and professional, making the implementation of the MyCeisa application not difficult, even though the scope of the work area of the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh is quite large, namely 7 districts and 1 municipality.

Examples of good and directed coordination in the application of the MyCeisa application are (1) There is careful planning, including time, agenda, and who is involved; (2) Through successful coordination will ensure the successful implementation of the MyCeisa application; (3) Coordination is one of the things that plays an important role in the application of the MyCeisa application; (4) In the MyCeisa application there are activities to direct, integrate, elements of work so as to facilitate the service system; (5) The MyCeisa application has administrative documents in carrying out the tasks of certain units; (6) There is an integration of the work elements of each employee in separate units (functional areas) to achieve organizational goals efficiently.

The details of the working area of the Customs and Excise Supervision and Service Office of Type C Meulaboh are 7 regencies and 1 municipality, which the author has summarized in the following figure:

Figure 4. Working Area Coverage of KPPBC TMP C Meulaboh

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┌─────────────────────────────────────────────────────────────────┐
│                                        ┌──────────────────────┐   │
│                                        │  West Aceh District  │   │
│                                        └──────────────────────┘   │
│                                        ┌──────────────────────┐   │
│                                        │  Aceh Jaya District  │   │
│                                        └──────────────────────┘   │
│                                        ┌──────────────────────┐   │
│                                        │  Nagan Raya District │   │
│   ┌──────────────────────────┐         └──────────────────────┘   │
│   │ Customs and Excise        │        ┌──────────────────────┐   │
│   │ Supervision and Service   │        │ Southwest Aceh District│  │
│   │ Office Type Madya Pabean  │        └──────────────────────┘   │
│   │ C Meulaboh                │        ┌──────────────────────┐   │
│   │ (KPPBC TMP C Meulaboh)    │        │  South Aceh District │   │
│   └──────────────────────────┘         └──────────────────────┘   │
│                                        ┌──────────────────────┐   │
│                                        │ Aceh Singkil District│   │
│                                        └──────────────────────┘   │
│                                        ┌──────────────────────┐   │
│                                        │  Simeuleu Regency    │   │
│                                        └──────────────────────┘   │
│                                        ┌──────────────────────┐   │
│                                        │   Subulussalam       │   │
│                                        └──────────────────────┘   │
└─────────────────────────────────────────────────────────────────┘
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## Challenges and Support in Implementing the MyCeisa Application

1. **Challenge**

There are two challenges in implementing the MyCeisa application, first, the network is the main obstacle in implementing the MyCeisa application at KPPBC TMP C Meulaboh, in areas where infrastructure development has not been evenly distributed such as Meulaboh, network issues are one of the things that always get attention. This is because there are still several location points in Meulaboh that have a slow network, other obstacles such as when the electricity goes out the internet network is also disrupted. This is certainly a problem or challenge in using the MyCeisa application because this application is an online application and requires a network connection in its use.

Second, the server is also an obstacle to the use of this MyCeisa application, based on the delivery of user employees and MyCeisa application managers, sometimes there are conditions where the server is down or slow and if accessed simultaneously at the same time and hour will make the application sometimes slow. This sometimes hampers the work process, but can be immediately resolved by the UPK (Personnel Management Unit) which immediately confirms to the center to handle problematic applications.

2. **Support**

There are two supports in implementing the MyCeisa application, first, reliable Human

Resources (HR) is one of the supports owned by the Meulaboh Customs and Excise Supervision and Service Office. During the research, the author observed that each employee has competence, ability, knowledge, and attitude in accordance with the work standards applied, the author observed that this is one of the supporting factors for the successful implementation of the MyCeisa application. And every employee is very supportive because the existence of the MyCeisa application is the same as supporting the implementation of e-governmnet with an online system that is easier to access and more organized than before the application of the MyCeisa application.

Second, namely facilities in the process of implementing and using the MyCeisa application, employees at the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh get adequate facility assistance in the form of a free internet network, namely 1 wi-fi unit and computers equipped with webcams as many as 25 units to support the application of the MyCeisa application and 1 unit generator set (generator set) in anticipation if there is a power outage.

## Conclusion

The MyCeisa application at the Customs and Excise Supervision and Service Office Type Madya Pabean C Meulaboh has been implemented very well as evidenced by the adequacy of each indicator of successful policy implementation such as resources (human, authority, facilities and budget), communication, disposition (attitude of implementers) and bureaucratic structure. The MyCeisa application facilitates the service system at the Directorate General of Customs and Excise with the MyCeisa application the entire service system of the Directorate General of Customs and Excise will be monitored, transparent, and available in real-time to support national integrated services, so that service and supervision functions become effective. As well as the use of this MyCeisa application, it will make it easier for employees so that they do not need to collect and analyze many physical files, but only need to input data and the data will be presented and submitted automatically.

As for some of the challenges faced in implementing the MyCeisa application, including the MyCeisa application server which is sometimes down, at certain times, the internet network is also disrupted during power outages. However, in its implementation, the implementation of the MyCeisa application is also supported by ready and qualified human resources who have high skills and competitiveness in supporting the perfection of productivity and organizational activities in technological developments through the MyCeisa application. Supported by the educational background of Customs and Excise employees, it is required to be qualified with a minimum education of D-1 in the field of Customs and Excise / similar, so that the quality of understanding of the knowledge possessed related to Customs and Excise has a positive impact on the problem-solving ability for any obstacles that occur.

The research findings may not fully represent all Customs and Excise offices in Indonesia as they are limited to one study location. Further research is needed to measure and compare the implementation of MyCeisa in various Customs and Excise offices to identify best practices.

As well as research on the need for additional feature development such as integration with other systems or strengthening data security aspects.

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