LOCAL OPEN GOVERNMENT: STUDIES IN WEST NUSA TENGGARA, INDONESIA

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Abstract*: This research aims to analyze the bibliography and the local open government content of West Nusa Tenggara. This research uses a qualitative approach with bibliometric analysis and content analysis methods. This research uses secondary data obtained from the Google Scholar database and West Nusa Tenggara open government policy documents. The results of this research show that there are 160 publications, 376 citations, a 10 h-index, and a 15 g-index. However, the trend shows a decrease in publications every year. There are 149 keywords, 14 clusters, 3210 total link strengths, and 797 occurrences in the West Nusa Tenggara paper. Open government, local open government, NTB One Data, NTB Care, and Posyandu Information System are the dominant keywords. In implementing open government, the West Nusa Tenggara government implemented three policies: improving the West Nusa Tenggara One Data (NTB One Data) information system, improving the West Nusa Tenggara Care (NTB Care) information system, and revitalizing the Integrated Health Service Post (Posyandu). In their implementation, these policies encounter various challenges, but if they can be implemented, they will have the opportunity to provide quality public services in West Nusa Tenggara.*
Keywords: *Open Government, Local Open Government, West Nusa Tenggara*

Asbtrak: Penelitian ini bertujuan menganalisis bibliomterik dan menganalisis konten local open government Nusa Tenggara Barat. Penelitian ini menggunakan pendekatan kualitatif dengan metode analisis bibliomtrik dan analisis konten. Penelitian ini menggunakan data sekunder yang diperoleh dari database Google Scholar dan dokumen kebijakan open government Nusa Tenggara Barat. Hasil penelitian ini menunjukkan bahwa terdapat 160 publikasi, 376 sitasi, 10 h-index, dan 15 g-index. Meski demikian tren menunjukkan adanya penurunan publikasi setiap tahunnya. Terdapat 149 keyword, 14 cluster, 3210 total link strength, dan 797 occurrences pada paper Nusa Tenggara Barat. Open government, local open government, NTB one data, NTB care, dan Posyandu information system merupakan keyword yang mendominasi. Dalam penerapan open government, pemerintah Nusa Tenggara Barat menerapkan tiga kebijakan: peningkatan sistem informasi Satu Data Nusa Tenggara Barat (Satu Data NTB), peningkatan system informasi Nusa Tenggara Barat Peduli (NTB Peduli), dan revitalisasi Pos Pelayanan Kesehatan Terpadu (Posyandu). Kebijakan-kebijakan tersebut dalam pelaksanaanya menemui berbagai tantangan, namun jika kebijakan ini dapat diterapkan maka berpeluang untuk menghadirkan pelayanan publik yang berkualitas di Nusa Tenggara Barat.
Kata Kunci: Open Government, Open Government lokal, Nusa Tenggara Barat

BACKGROUND

In the recent decade, the public has viewed open government as a powerful tool for improving administration and government change (S. A. Afandi, Afandi, & Erdayani, 2022). The origins of open government can be traced back to the legal codification of Athens, Greece, but the Swedish Visigothic Code is seen as the start of current open government programs that prioritize citizens' access to information (Erdayani, Afandi, & Afandi, 2023; Moon, 2020).

Open government is a public management reform trend that strives to create a transparent and collaborative government structure (S. A. Afandi, Erdayani, & Afandi, 2023; Ingrams, 2020). Although the term "open government" is not new, numerous societal settings and improvements in information and communication technology have influenced how open government is conceptualized (Tai, 2021; Wirtz, Weyerer, & Rösch, 2019).

The definition of open government can be traced back to the Obama administration, which focused on the extensive use of information and communication technology to facilitate government transparency, citizen participation, and public collaboration (Ingrams, Piotrowski, & Berliner, 2020; Prastya, Misran, & Nurmandi, 2021). Since the 2000s, many governments have advocated open government as an appealing objective (Moon, 2020). Open government efforts have been widely adopted not only in Western democratic countries, but also in developing countries such as Asia and Africa (M. Afandi & Afandi, 2018).

Open government has become an important administrative reform strategy that has encouraged many countries around the world to design and implement initiatives related to information access, transparency, participation, and collaboration (S. A. Afandi, Afandi, Erdayani, & Afandi, 2023; Gil-Garcia, Gasco-Hernandez, & Pardo, 2020). Many governments have expanded open government; for example, the Obama administration announced the Open Government Directive in 2009 and played a key role in establishing the Open Government Partnership, a multinational effort to promote open government worldwide (Moon, 2020; Schmidthuber & Hilgers, 2021).

The Open Government Partnership is founded on the principle that open government is more accessible, responsive, and accountable to citizens, and that enhancing the relationship between society and government has long-term and exponential advantages for all. The Open Government Partnership is a large collaboration with members at both the national and municipal levels (Erdayani et al., 2023; Gao, Janssen, & Zhang, 2021).

The Open Government Partnership currently includes 77 countries and 106 local governments representing over two billion people. West Nusa Tenggara is one of five Indonesian local governments involved in this collaboration. West Nusa Tenggara is Indonesia's only province to be a member of the Open Government Partnership. The purpose of this study is to analyze West Nusa Tenggara's local open government.

Local open governance is critical for the people of West Nusa Tenggara to guarantee that their government prioritizes openness, public involvement, accountability, and accessibility. The implementation of open government would increase democracy, improve the quality of public services, and align policies with the needs and ambitions of local communities. This contributes to more responsive, accountable, and trustworthy municipal governance.

THEORETICAL FRAMEWORK

The origins of open government can be traced back to the codification of Athenian law in Greece, but the Visigothic Code of the Kingdom of Sweden is considered the beginning of a modern open government initiative that pays attention to citizens' right to information (Moon, 2020). Open government has become an important strategy for administrative reform that has encouraged countries around the world to design and implement initiatives related to access to information, transparency, participation, and collaboration (S. A. Afandi, Afandi, & Anugerah, 2023; Gil-Garcia et al., 2020).

Openness has been considered one of the most important characteristics of a democratic government. Historically, a number of aspects were highlighted in order to promote openness in the public sector (Heywood, 2014). The old term open government refers to the freedom of information made available to citizens so that they can hold government authorities transparent and accountable, emphasizing the contribution of freedom of information laws to increased transparency, accountability, and public trust, although their contribution is often constrained by the political environment. Traditional approaches to freedom of information are being reconsidered and reshaped as web technologies offer new channels whereby more information can be provided simultaneously to many anonymous people beyond the constraints of time and space (Moon, 2020).

This has led to open government initiatives that emphasize the reuse of public information as well as the proactive provision of public information before citizen requests. There have been dramatic changes in many aspects in the shift from conventional freedom of information approaches to citizens' right to know (so-called old open government) to newer open government approaches, both at the country level (i.e., open government data from the US) and at international levels such as open government partnership (S. A. Afandi, Afandi, Erdayani, et al., 2023; S. A. Afandi, Erdayani, Afandi, & Afandi, 2022).

Since the Obama Memorandum for Heads of Departments and Executive Agencies in 2009, open government has attracted enormous public and academic attention (Ruijer & Meijer, 2020). Open government aims to create a transparent and collaborative government through the involvement of citizens (Zulfa & Afandi, 2023). Open government wants to make government more efficient and prepare it to face the challenges of the digital era (Subedi, Nyamasvisva, & Pokharel, 2022). Currently, open government is popular in various parts of the world, including the European Union, Australia, and Asia (Wang & Shepherd, 2020). Open government is not a new concept and has historically been used in a variety of contexts. However, open government is still a growing area of research. For this reason, this open government study is interesting to do.

METHOD

This research uses a qualitative approach with bibliometric analysis and content analysis methods. Bibliometric analysis is a method used to analyze scientific literature in a particular field of knowledge or topic. This method is used to identify trends and highlight critical insights generated from scientific literature (Gaviria-Marin, Merigó, & Baier-Fuentes, 2019; Kulsum et al., 2022). Meanwhile, content analysis is a method used to investigate and understand certain issues or topics by analyzing the contents of documents (Subedi et al., 2022; Wang & Shepherd, 2020).

In this research, bibliometric analysis uses secondary data sourced from the Google Scholar database obtained via Publish or Perish with the keyword "open government West Nusa Tenggara". This research analyzes papers published in the 2021–2023 period, in accordance with the West Nusa Tenggara open government policy period. To obtain a bibliometric map, data from Publish or Perish is saved in RIS file format, entered into Mendeley to complete the detail file section, especially the keyword section, and then processed using Vosviewer to obtain a bibliometric map. Meanwhile, for content analysis, data comes from West Nusa Tenggara open government policy documents and from papers obtained using Publish or Perish. The data is then categorized, analyzed, and interpreted to obtain the results of the West Nusa Tenggara open government policy analysis.

Result and Discussion

Trends in Open Government Studies

Local open government is a government strategy aimed at increasing transparency, public participation, accountability, and responsiveness at the local level. It entails a combination of practices and policies aimed at making local government more open and responsive to the needs of local citizens. Local open government studies have piqued the curiosity of experts from throughout the world. There were 967 articles, 184,420 citations, 196 h-index, and 397 g-index between 2021 and 2023.
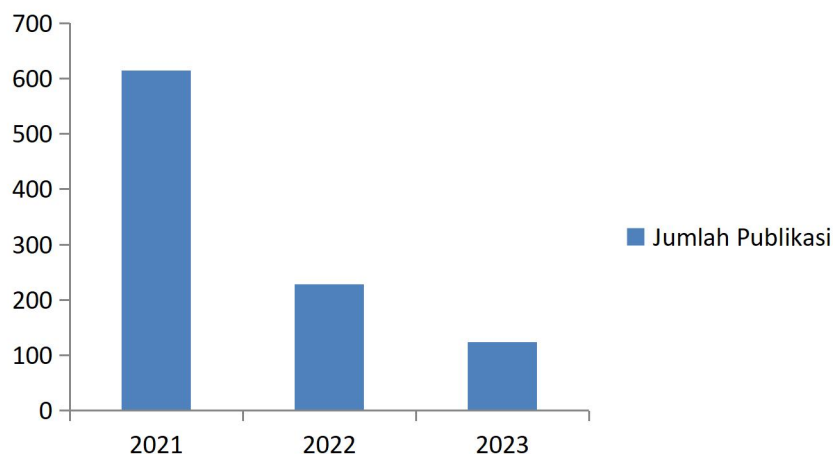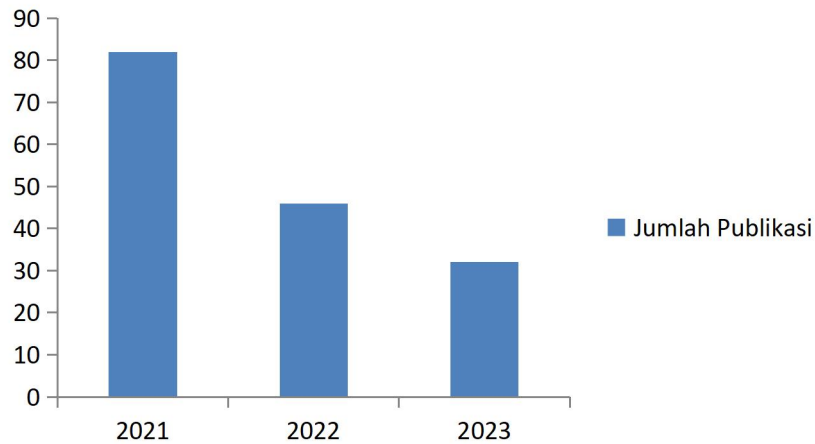

Figure 1. Publication Trends of Local Open Government Studies

Although scholars have showed an interest in this topic, publication trends reflect a decline. There will be 615 publications in 2021, 228 publications in 2022, and 124 publications between January and September of 2023. In line with Figure 1, the following are trends in local open government studies in West Nusa Tenggara.

Figure 2. Publication Trends of the West Nusa Tenggara Open Government Study

In the same time period, there were 160 local open government studies in West Nusa Tenggara, 376 citations, 10 h-index, and 15 g-index. 82 publications were found in 2021, 46 publications in 2022, and 32 publications in the period January–September 2023. The H-index is an index that measures the productivity and impact of papers published by researchers. This index is based on the number of papers produced and the number of citations received from other publications. Similar to the h-index, the g-index is also a citation metric at the individual author level. However, this index is calculated based on the distribution of citations received by a researcher's paper. This index also looks at the average number of citations. The image below is a network visualization in the West Nusa Tenggara local open government paper.
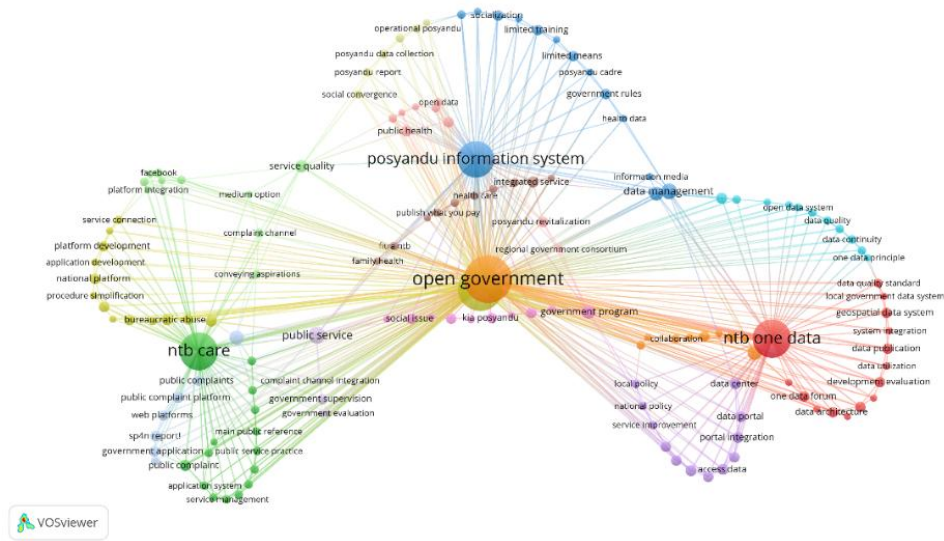
Figure 3. Network Visualization Open Government West Nusa Tenggara

In the West Nusa Tenggara local open government paper, there are 149 keywords. There are no duplicate keywords displayed in the image above. Identical keywords that appear in many papers are counted as a single keyword. Certain keywords were omitted from this visualization to prevent overlap. This visualization represents keywords with labels and circles. The sizes of labels and circles are determined by their respective weights. The more frequently a keyword appears, the larger the size of the resulting label and circle (Gaviria-Marin et al., 2019). The lines between keywords represent links; the closer the keywords are, the closer the connection is (Ham, Koo, & Lee, 2019; Lnenicka & Saxena, 2021). This visualization has divided the West Nusa Tenggara local open government keyword paper into 14 clusters (Table 1).
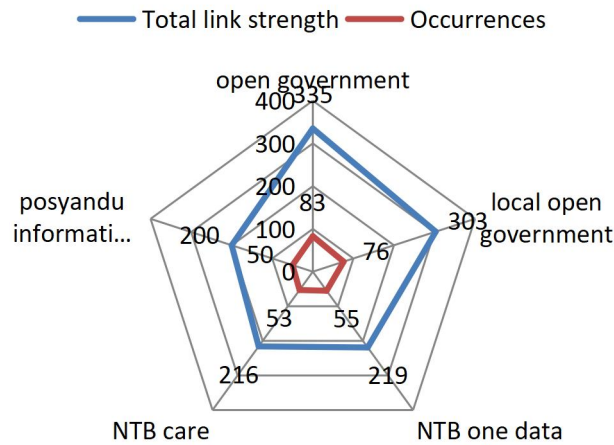
Table 1. West Nusa Tenggara Open Government Keyword Cluster

Cluster	Item
1	coordination medium, data application, data architecture, data planning, data publication, data quality standard, data utilization, development evaluation, geospatial data system, governor regulations, local government data system, NTB one data, one data forum, presidential decree, system integration
2	application system, complaint service management, complaints handling, employee capacity, government capacity, government governance, integrating complaint channels, main public reference, NTB care, public complaint, public complaint channel, public participation, public service practice, public trust, service management
3	community training, data management, government rules, government support, health data, information media, information system, limited infrastructure, limited means, limited training, medical support, posyandu cadre, posyandu information system, socialization
4	administrative violation, application development, bureaucratic abuse, community

	aspirations, community satisfaction index, data connection, local open government, national platform, platform development, procedure simplification, protocol procedure, public complaint mechanism, service connection, strategic information
5	access data, data center, data distribution, data portal, improved performance, information system development, local policy, national policy, one data, one data portal, portal integration, service improvement
6	big data, data continuity, data management regulation, data processing, data quality, data usage, Indonesia one data, one data principle, open data system, regional development, stakeholder
7	Collaboration, collaborative governance, data administrator, data standard, data trustee, integrated data, master data, open government, program development, public data
8	community health level, family health, fitra NTB, government service, health care, integrated healthcare post, integrated service, NTB subpoena, poverty, publish what you pay
9	elderly posyandu, government policy, government program, kia posyandu, posbindu, posyandu improvement, posyandu strata, social issue, society service, youth posyandu
10	family resilience, health equality, integrated healthcare center, open data, posyandu, posyandu equality, posyandu revitalization, public health, regional government consortium, service equality
11	complaint channel, conveying aspirations, facebook, Instagram, medium option, platform integration, service quality, SMS gateway, social media, twitter
12	government application, government platform, government response, public complaint platform, public complaints, sp4n report!, web platforms
13	operational posyandu, operational support, posyandu arrangement, posyandu data collection, posyandu report, social convergence
14	complaint channel integration, government evaluation, government supervision, public service, regional head performance

Each cluster in the table above has a varying number of keywords. In clusters one and two, there are 15 keywords each; in clusters three and four, there are 14 keywords each; in cluster five, there are 12 keywords; in cluster six, there are 11 keywords; in clusters seven, eight, nine, ten, and eleven, each has 10 keywords; in cluster twelve, there are 7 keywords; in cluster thirteen, there are 6 keywords; and in cluster fourteen, there are 5 keywords. Keyword clusters (Table 1) are formed based on connecting lines between keywords (Figure 3), so that each keyword in the same cluster is closely related. Meanwhile, keywords that have a large label and circle size (Figure 3) are based on the total link strength and occurrences score.

Figure 4. Total Link Strength and Occurrences Open Government West Nusa Tenggara

There are 3210 total link strengths and 797 occurrences in the West Nusa Tenggara local open government paper. Open government (total link strength 335 and occurrences 83), local open government (total link strength 303 and occurrences 76), NTB one data (total link strength 219 and occurrences 55), NTB care (total link strength 216 and occurrences 53), and Posyandu information system (total link strength 200 and occurrences 50) are the dominant keywords. Total link strength shows the total link strength of a keyword, while occurrences show the total appearance of a keyword in all papers (Safarov, 2019). The keywords above (Figure 4) are very familiar among researchers and are the main issues in the West Nusa Tenggara local open government study.

West Nusa Tenggara Open Government Policy

Local open government is a collaborative effort between local governments and civil society to establish transparent, participatory, and accountable government. Local open government attempts to foster ideals of government transparency in order to achieve community-centric government governance at the local level and improve public services (S. A. Afandi, Afandi, & Anugerah, 2023).

Local open government exists to increase coordination and collaboration between central and regional governments in order to encourage the implementation of government openness values and practices. In the period 2021-2023, the West Nusa Tenggara government implemented three open government measures. This policy is outlined in the document West Nusa Tenggara Open Government Action Plan.

Table 2. West Nusa Tenggara Open Government Policy

No	Policy
1	Improving the West Nusa Tenggara One Data (NTB One Data) information system
2	Improving the West Nusa Tenggara Care (NTB Care) information system

3	Revitalization of Integrated Health Service Posts (Posyandu)

1. Improving the West Nusa Tenggara One Data (NTB One Data) information system

   This policy can ensure the availability of data that is accurate, up-to-date, integrated, accountable, and easily available, and can be distributed as material for planning and evaluating regional development in West Nusa Tenggara. Through this regulation, the public can quickly access all available data without having to navigate cumbersome bureaucracy.

   West Nusa Tenggara has a data publication information system known as the West Nusa Tenggara One Data site. This system, however, is not integrated with geospatial data systems or local government data systems (Firmansyah & Suman, 2021). Because the accessible data does not fully meet data quality criteria in accordance with the One Data Indonesia principle, its usage may be less than ideal (Kurniawan & Suswanta, 2021).

   Challenges also faced are data management regulations that have not been completed and have not involved all stakeholders (Nurfailah, Maslichah, & Mahsuni, 2022); the quality of human resources in the field of data management is not entirely good due to inadequate capabilities in data management (Pratiwi, Putra, & Herlambang, 2021); data continuity is not maintained (Ismarmiaty & Etmy, 2021); supporting data is incomplete because the data architecture is not yet available (Supraja, 2021); and local data forums and data collection are not fully carried out by the local government (Sufianti, 2021).

   Good data management can result in high-quality data that can be used in decision-making or regional development initiatives, while also lowering the likelihood of data misinterpretation among data users. Using an open data system allows the public to access and use data without having to go through cumbersome bureaucracy. This policy allows provincial data systems to be connected with regional data systems, making data sharing between regional administrations easier.

2. Improving the West Nusa Tenggara Care (NTB Care) information system

   This policy has the potential to improve the quality of handling complaint channels and communicating community aspirations so that people receive prompt and effective follow-up. This will increase the government's visibility in society. This policy can increase the government's response to citizen complaints, hence improving the quality of public services. This policy will consolidate the management of all public service channels, making complaint processing, monitoring, and reporting more effective and efficient.

   Since 2018, NTB Care has been the primary point of contact for persons in West Nusa Tenggara who want to complain about public service practices (Amara, Jatmika, & Ulum, 2021; Khotimah, Bimantoro, Kabanga, & Widiartha, 2022). However, the number of public complaints followed up by the government remains relatively low (Imansyah, Nurmandi, Misran, & Subekti, 2023); the capacity of employees managing complaint services still needs to be increased (Murtini, Bakar, Nurhakiki, & Atma, 2022); and public complaint channels have not been fully

integrated, both in terms of governance and application systems (Rifaid, Hadi, Hidayatullah, & Subandi, 2023).

The more public reports that are followed up on, the more trust will be built, as will public engagement in development and the quality of public services. The integration of all complaint channels at the provincial and municipal levels will make monitoring and evaluation easier for regional chiefs. Through this policy, all public complaints and input can be effectively and efficiently followed up on, building trust in the government, fostering community engagement and development, and serving as input for enhancing the quality of public services.

3. Revitalization of Integrated Health Service Posts (Posyandu)

This policy can improve public health and family resilience by increasing the capacity of Integrated Health Service Posts to provide more diverse health services that are integrated with other government services and supported by an information system that serves as a medium for information, education, and data management for public health.

In implementing this policy, several main challenges faced are that regulations regarding the revitalization of Posyandu are not yet available (Farmani, Adiputra, & Laksmini, 2021); the quality and quantity of Posyandu cadres are inadequate (Nurfitrinnisa, Hudaya, & Afgani, 2023); the available facilities and infrastructure are limited (Wati, Magdalena, Hatta, & Ilyasa, 2021); the Posyandu information system is not yet optimal due to limited training for implementers and limited outreach to the community (Azkiya, Kurniawan, & Sinurat, 2022); lack of support from health workers; and lack of operational support for Posyandu (Anggraini, Ekawati, & Kharisma, 2023).

Posyandu can be well structured, quality human resources are available, facilities and infrastructure can be met, Posyandu data collecting and reporting can be carried out, Posyandu operations can be carried out, and the convergence of other social activities can be implemented with the help of this policy. This policy has the potential to increase the quality of public health services in West Nusa Tenggara, which will have an equal influence on public health quality. This is quite likely due to Posyandu's pervasive presence throughout the region.

Conclusions and Recommendations

Even if the practice is declining, open government studies in West Nusa Tenggara remain popular among scholars. There were 160 articles and 376 citations between January 2021 and September 2023. West Nusa Tenggara is Indonesia's only province to be a member of the Open Government Partnership. Local open government is critical to ensuring that local communities receive the greatest public services in accordance with community needs. There are 149 keywords, 14 clusters, 3210 total link strengths, and 797 occurrences in the West Nusa Tenggara open government paper.

Researchers in this topic are mostly interested in open government, local open government, NTB one data, NTB care, and the Posyandu information system. These trends and government policy are very similar. West Nusa Tenggara's government enacted three open government programs in 2021: upgrading the NTB

One Data information system, improving the NTB care information system, and revitalizing Posyandu. Despite the fact that these policies have the potential to improve the quality of public services in West Nusa Tenggara, they confront significant hurdles arising from the government's internal and external environments.

The author recommends the West Nusa Tenggara government pay more attention to study findings in the field of local open government, particularly West Nusa Tenggara open government. The study's focus is consistent with West Nusat Tenggara's open government policy, and it will have an impact on the implementation of government programs. The author further recommends that other academics continue this research by expanding on the findings of this study.

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