INNOVATION'S CHARACTERISTIC OF INFORMATION TECHNOLOGY AND COMMUNICATION (ICT) DISTRICT GOVERNMENT IN ACEH (Study in Lhokseumawe Government) MUHAMMAD FAZIL Universitas Malikussaleh, Indonesia mfazil@unimal.ac.id ABSTRACT This study (2017) aim to know the characteristics of Information and Communication Technology (ICT) innovation on several district in Aceh.

This study focussed on Lhokseumawe Cities Governance. ICT has opened most accesess, shorten a long distances, closer everything, and efficented useful time. The competence to operate the Information and Communication technology (ICT) tools could simplify, and accelarates for human business. This study is using qualitative riset metode and by descriptife approach. Than the informans choosen by using purposive sampling.

Data collection technique by observation, deep interview and the relevant documents. Data analyze by interactive metode 1). Data reduction, 2). Display, and 3). Conclusion. The result that showed Governance espouses to use Information and Communication Technology (ICT) system for every public sector. Even tough another public sector such as public policy, financial report and organization planing was not use it.

While, the ICT system is to poor (uncompetable) at that governance. Another result of this riset founded that ICT was not mutually integrited in organization. Keywords: Innovation, Information and Communication technology, development, and Aceh INTROUCTION Technological evolution always occurs as a purpose of the hard work applied to benefit from it. The Technology was introduced to help and facilitates human activity, which then develops into the joints of life (Pacey, 1983).

Who can afford technology to be beneficiaries of technology, while those who can not

afford will be beyond the frame of the technology beneficiaries. Further in its development, who are capable to generate a technological innovation and than simultaneously utilizing technologies has a greater opportunity to manage another resources to increase his personal capability The presence of global communications era when it has been making the device of information technology on the form of the Internet has not longer for foreign materies.

However, the presence of the Internet has been opening an access to far distance closer and provides a very useful efficiency a time. The Ability to utilize information and communication technology with various applications can be used for ease and smoothness of all human affairs, such as the use of email, social networking and even teleconference and so forth.

In government institutions there are government programs such as e-government, e-learning, e-commerce, but the content is heavily dependent on the penetration of access to the internet and new innovations on its software and content. But the access to better information and information delivery to heterogeneous people based on the diversity of backgrounds and characteristics requires innovation in tandem with the development of society.

For the government, information and communication technology is to open up vast possibilities for enhancing intergovernmental and governmental dialogue with the people in service and forming a more transparent government. The innovation was often interpreted by all things new or renewal (Setiadi, 2008; Sudrajat, 2008). Others opinion that innovation is an idea, practice, or object considered new by humans or other adoption units.

In the concept of innovation diffusion theory believes that an innovation diffuses throughout society in a predictable pattern. Some groups of people will adopt an innovation as soon as they hear the innovation. While some other community groups take a long time to then adopt the innovation (Sudrajat, 2008).

Nevertheless, the availability of information and communication technologies provided by some government organizations rather than caring in the economic and social improvements of their communities leads to other forms of exclusivity. Where technology stuttering still exists and occurs as in policy flow still in manual correspondence, public service is still analogous and government web utilization is often not updated so that impact on information area that is not actual.

Organizations are made to deal with routine tasks on a large scale through a rule about

human relationships. The structure is needed to accommodate the results of innovation, but it can be a link between one innovation and another so that it can be interconnected which will eventually be integrated into the system (Rogers, 1995).

the application of information and communication technology in Indonesia to government organizations is more to support the improvement of security and accelerate the development of social and economic welfare; Addressing the various gaps between the center and the region in support of a better system; Improve access to information and knowledge; Improving human capacity building; Supporting democratic processes and bureaucratic transparency; Establish an information-based society.

Aceh with a vision of dignity, prosperity, justice and self-reliance based on UUPA as a form of Helsinki MoU has 23 districts / cities with their respective characteristics. One of them is the city government of Lhokseumawe located on the eastern route of Sumatra, the edge of the Strait of Malacca. Lhokseumawe City which has Coordinates: 5 ° 7'0 "LU 97 ° 2'0" BT, Total 181 km2 (70 mil^2), Total Population 179,807, Density 950 / km2 (2,400 / sq mi) and with 68 gampong (village) which is spread in four sub-districts, is a city government that participates in the application of information and communication technology in support of organizational administration to be more tidy and cost-effective.

However, acording to the researchers observation found some gampong (villages) those had the support of computer equipment and the Internet is not used properly as a medium of information and communication in the gampong government system with city government and inter gampong within the city of Lhokseumawe. Whereas the utilization of technology well will support database repair, graphic support, modeling simulation, all of which will be integral to useful decision-making in planning, management and development at present (www.bappedalhokseumawe.web.id, 2014 accessed May 10, 2014; , December 15, 2015).

Ideally, the development of an organization will be in line with the development of technology in order to carry out its duties and realize its vision and mission. Of course the application of information and communication technology as one of the media in information and policy management in achieving that vision. The application of information technology and communication of an organization is caused by several things that differ from each other, including the needs and interests of the organization itself, government policy or coercion of the developed countries.

From it came the problem to be studied, namely how innovation in the application of

information and communication technology in the city government of Lhokseumawe, both the commitment and the characteristics of the application of information and communication technology in supporting the acceleration of gampong development in the region.

The study aims to find out the factors of innovation in the use of information and communication technology in the city government of Lhokseumawe, certainly feasible to be studied considering that the availability of information and communication technology presented by several governmental organizations instead of caring the economic and social improvement of society, other than exclusivity.

Where technological stuttering persists and occurs as in the information flow and policy communication from top to bottom as well as upward is still manual and has not fully utilized the existing technology. THEORETICAL FRAMEWORK Information and Communication Technology (ICT) as part of science and technology in general is all that technology deals with the collection, and presentation of information (Ministry of Research and Technology 2006: 6).

Furthermore, in the development of globalization and information and communication technology has also presented a flow of communication process in organizational and management changes both in government and in business institutions. Naisbitt & Aburdene (1985) noted various changes in the paradigm of communication flow as a result of global environmental change.

Meijer (2008) sees changes in the paradigm of communication flow with implications for changes in organizational and management paradigms both in structure, strategy and culture. Communication has an important role to the innovation process. Hadiat (2002) reveals the function of communication in national innovation systems, where a system can not be separated from aspects related to patterns of interaction, relationship and linkage, where communication becomes the main process instrument.

Ljunberg (1982 in Gogor Nurharyoko 2002), sees the role of communication and innovation as a whole in a series of innovation processes that are considered to be a complex network of communication channels linking the stages of the innovation process. Then Fischer et.al (1977) states that communication as a process of the takeover (handling-over) of information packets from one party to another party.

Brown and Eisenhardt (1995) both also stated that structured communication is a critical prerequisite in internal and external communication for the success of an innovation process. Michael Gibbons, et.al (1997) states that there are two important elements in

the communication system in the process of innovation, namely mobility and selectivity.

Furthermore, Ulijn (2000) adds a third element, reflexivity, namely the need for attention to the competence of the actors of the communication process in the innovation, from the context of their reflection to culture. Innovation is was often translated all new things or renewal (Setiadi, 2008; Sudrajat, 2008). Or another opinion that innovation is an idea, practice, or object that is considered new by humans or other adoption units (Sudrajat, 2008).

Thompson and Eveland in Plomp & Ely. (1996) both define the same innovation as technology, which is a design used for instrumental action in order to reduce the irregularity of a causal relationship in achieving a particular goal. Thus, innovation could be viewed as an attempt to achieve certain purpose.

The Innovation of information technology and communication technology in the internet both have role of communication widely in changing society through the spread of uptaken of ideas and new things continuously beyond the boundaries of place, time, and field. An innovation usually consists of two components, namely component ideas and components of the object.

In terms of the process of diffusion of innovation in organizations, according to Rogers (1986: 137), it has little difference with the process of diffusion of innovation at the individual level. Innovation in an organization represents a change in the classical model of innovation diffusion, which no longer focuses on individual studies, but on the organization.

At the beginning of its development diffusion of this innovation focuses on the role of opinion leader in influencing attitudes and behavior of society. Diffusion Innovation consists of two equivalents of word are diffusion and innovation. Rogers (1995) defines diffusion as a process whereby an innovation is communicated through a certain channel within a certain time period among members of a social system (the process by which an innovation is communicated through certain channels overtime among the members of a social system).

In addition, the diffusion can also be regarded as a kind of social change that is a process of change that occurs in the structure and function of social systems. Innovation is an idea, practice, or object perceived / perceived by an individual or community group. The expression is considered / felt new to an idea, practice or object by some people, not necessarily also on some others.

It all depends on what the individual or group feels for the idea, practice or object. . From both equivalents of the above, the diffusion of innovation is a process of disseminating the uptaken of new ideas or things in an attempt to change a society that occurs continuously from one place to another, from a period to time the following, from one field to another to a group of members of the social system.

The main goal of innovation diffusion is the adoption of an innovation (science, technology, community development) by members of a particular social system. Social systems can be individuals, informal groups, organizations to the community. There are 4 (four) main elements process of innovation diffusion: First, Innovation (ideas, actions or goods) that are considered new by someone.

In this case, the novelty of innovation is measured subjectively according to the view of the individual who receives it. Second, the communication channel, is a tool for delivering innovation messages from the source to the recipient. If communication is meant to introduce an innovation to a widespread and widespread audience, then a more precise, fast and efficient communication channel is the mass media.

But if communication is meant to change attitudes or behavior of the recipient personally, then the most appropriate communication channel is the interpersonal channel. Third, the time period,that the innovation decision process start from someone who knows to decide to accept or reject it. The confirmation of the decision is closely related to the time dimension.

At least the time dimension is seen in (a) the innovation decision process, (b) one's innovation (relatively earlier or slower in accepting innovation), and (c) the speed of adoption of innovation in social systems. Fourth, the social system is a collection of different units functionally and bound in cooperation to solve problems in order to achieve common goals (Rogers 1995).

The main essence of this theory is the social process that communicates information about a new idea viewed as subjective. The meaning of innovation is thus gradually developed through a social construction process. Innovations seen by recipients as innovations that have relative merit, suitability, ability to try, greater visibility, and lesser complexity are adopted faster than other innovations (Rogers, 1995).

The nature of the diffusion of innovation is reflecting the characteristics of innovation itself, where the characteristic of diffusion is one determines the speed of an innovation process. Rogers (1983) suggests five innovation characteristics: relative advantage, compatibility or compatibility, complexity or complexity, triability or triability

(observability) and observability (observable).

Based on the 5 characteristics of innovation categories proposed by Rogers (1983), in this study will look at the three initial characteristics that have been carried out so far by the Lhokeumawe City government. The application of information and communication technology needs to be examined more deeply so that the innovation of information technology and communications that runs impacts all substructures under it and society. RESEARCH METODE The method of this study is using descriptive metode and by qualitative approach.

According Creswel (1994), descriptif qualitative, is trying to describe the symptoms or the relationship of symptoms encountered in the observation during the field. This method / type of study is intended to obtain an overview of the empowerment of information and communication technology in the city government of Lhokseumawe. Primary data were obtained based on observation and structured interviews, where the researcher determined the informants that were taken based on the purposive technique and for the secondary data were collected data from books, papers, study journals, and other written materials related to 3 characteristics of 5 characteristic in the diffusion of innovation provided by Rogers (1983). Furthermore, this study uses data analysis techniques with interactive models.

This model consists of three main things: data reduction, data presentation, and conclusion (Miles and Huberman in Idrus. 2009). RESULT Charasteristics of Inforan This study was conducted by interviewing informants in the city government of Lhokseumawe, community elements and Gampong/Village in the Lhokseumawe city.

Graphik; Informan Data / From informant's data graph, there were informants coming from 3 area and 21 informants related to the user of information and communication technology from city government 5 informants (24%) from gampong/village 8 informants (38%) and 8 informants (38%) from the community. The separation of informant characteristics is based on the consideration that in this study more see how the innovation model done by Lhokseumawe city administration in development planning in all areas in its area especially in the use of information and communication technology in relation to gampong / desa government.

Although in the above graphic data only 24%, this is for the first year of this study.b. Karakteristik dan Komitmen inovasi dalam penerapan teknologi informasi dan komunikasi di pemerintahan. The development of technology and communication has an important role in human life, this is in the line with the development of an increasingly modern era.

If we look at five or ten years ago where the user of technology is still very little, today in digital age, people of all elements can enjoy all forms of convenience offered by the media without any limitations. One of the innovations in the field of technology and communication is the presence of internet and internet usage is increasing every year.

In Indonesia nationwide the use of the internet continues to increase drastically in the past 3 years (Smart Innovation, 2015. Internet Development in Indonesia 2006-2015). This of course continues to grow rapidly in the last 3 years until early 2017. The development of it in the natio of course sould be impected to the local development of all regions in Indoenasia, without exception in the city of Lhokseumawe, Aceh.

The city of Lhokseumawe, which consists of only 4 sub-districts and has an area of not much area and the area that was originally a dense industrial area before the reduction of natural gas production in Arun, certainly has an impact also on technological developments, especially on the life of the community. This predominantly Muslim region also began to live in the digital world.

The emergence of WiFi phenomenon both in coffee shops and provided by cellular providers has changed the lives of the community by bringing together several devices to be present in one internet network. The main feature of the development of information and communication technology is the occurrence of marriage between several types of media and technology, which then produce new forms that have multiple capabilities and create a variety of communication services complete and unique, even unimaginable before (Nasution 1989: 68). This, of course, also became a study and extended to the provision of services and information by government and private institutions in the city of Lhokseumawe.

The mandate of Law Number 14 Year 2008 on Transparency of Public Information becomes an important role for regions in the management of information. In the city government of Lhokseumawe, this management was initially the responsibility of the Information and Documentation Management Officer (PPID). But along with the exit of Qanun Kota Lhokseumawe number 9 of 2016 on the Establishment and Composition of Regional Devices of Lhokseumawe City then the management of information becomes the responsibility of the Regional Information and Communications Service (DISKOMINFO).

The transfer of these tasks became an obstacle in the improvement of online-based services in the city of Lhokseumawe. The establishment of the new DISKOMINFO in 2016 in Kota Lhokseumawe certainly has its own problems in starting innovation of

information and communication technology in Lhokseumawe city.

Whether it is internal government or external According to observation resul was not not shawen a good grand design for the development of information and communication technology in the city of Lhokseumawe. Although the planning of DISKOMINFO has begun by planning the presence of representative data centers that can reach all government systems and services later.

Moreover, during this web Lhokseumawe city itself is still managed not well and still often out to date. The master and domain are still managed by the private sector who become partners of the government in the field of technology and information. Website becomes important in the process of implementation of Lhokseumawe website program.

Although socialization has been done to all City Government Working Units (SKPK) in Lhokseumawe City, it will be a futile exercise if similar things are not done to the community as a whole. Because the goal of this program is so that people can easily access all their needs. The results of the collection of applications and servers used by 33 City Work Unit (SKPK) in Lhokseumawe city by DISKOMINFO Lhokseumawe Government in the effort of integration of information and communication system of Lhokseumawe city until 14 August 2017 only 17 Application from 14 SKPK.

While the other 19 SKPK is still awaited until the end of September 2017. From the data are found: Data graphic user of applications and creater The Government shall stipulate standards for the implementation of information and communication technology facilities for each SKPK in the process of dissemination of information in an integrated and interconnected manner which includes the implementation of information by local governments on the city scale, Standards in facilitating the development of partnerships with private media, the feasibility standards of provision of information technology facilities are consolidated and integrated standards, information technology service feasibility standards, policy utilization standards, confidentiality, electronic transaction security and information security, policy guidance standards for public information systems and documents, guidance standards for information system application development methods, quality guidelines for access to information communication and outreach, and and publish any standard operational procedures for the use of public services that use the information technology system at public service venues that can be viewed visually and de ngan language that is easily understood either in terms of web applications or email used by all SKPK later.

From application data that has been reported by 14 SKPK in Lhokseumawe city to

DISKOMINFO, found 14 automatic applications can be integrated, while 3 applications operated still manually. Graphic; Intaegrated system format Of the 17 applications reported by 14 SKPK in the Lhokseumawe City, there are 11 closed applications and can not be accessed by the public, only by internal only and 6 applications open to the public; Graphic; Public Acceses of technology Innovation of information and communication technology becomes an important one and benefits an organization.

Based on the data, it is known that information and communication technology users based on the service, administration and management functions within the government of Lhokseumawe City, such as some SKPK, sub-district, Gampong/Village has done some technological innovations in isolation to support the service and staffing. The information and communication technology system not only concerns to the network infrastructure as a means of data communication and information accessibility, but also concernsto the infrastructure concerning the data structure and information system process as the foundation for the application of government information system.

Innovation in this field has also been run by the Lhokseumawe city government but more apply some online applications provided by the central ministry such as in the field of infrastructure procurement, the application of Electronic Procurement Auction (LPSE). According to human resources quality of that exist in the ranks of the government of Lhokseumawe quite good, this is ilinie with the number of young people who began to occupy strategic positions in government.

But in the placement of internet technology management is still fairly low, either in installing the network, operate it or in maintaining the facilities available. This is due to some personnel who have been educated in say IT and put IT position in the government began mutated goto other due to the promotion or change in the structure of the institution.

Several SKPK in Lhokseumawe City has been begining to hold various computer and internet based applications for the sake of ease of work and access for the community. The lack of available resources becomes one of the unpreparedness of the implementing apparatus in implementing and managing information and communication technology in Lhokseumawe city.

This is evident from the number of implementing officers, as well as the education and training that should be provided to employees on official or other official websites, learning more and performing their duties in an autodidact manner. Kesiapan aparatur dalam mengelola teknologi informasi dan komunikasi di Kota Lhokseumawe masih minim.

Walaupun pemerintah pernah melakukan perlombaan model inovasi teknologi dalam mendukung kerja bagian di pemerintahan para tahun 2007, namun setelah selesai acara tersebut kurang diperhatikan dan pelatihan yang diberikan oleh Pemerintah Kota Lhokseumawe kepada aparatur yang inovatif. From the budget factor for the development of information and communication technology is also so view.

This is because the available funds are more focused on other activities that are the priority of development in the city of Lhokseumawe namely the sector of transportation, education and health. The geographical condition of the Malacca Strait of Malacca with 4 (four) sub-districts which is not the same progress, quite difficult to direct the budget towards a larger technology.

Therefore, the budget allocation is more to the distribution of development in 4 sub-districts, especially in transportation and other supporting facilities. To look into the harmony and settlement of complexity in the innovation of the use of information and communication technology in the city government of Lhokseumawe, of course we must see the characteristics of information technology implementation and communication within the internal government.

Some of the characteristics presented in the application of information and communication technology in Lhokseumawe city are first, the availability of information in the internal government of Lhokseumawe city continues to grow and improve. Although not integrated in one system, but each section and SKPK trying to provide information, both internally agencies and the city community.

Several SKPKs in technological improvements have presented computer technology in all fields. Although still limited development but already online, for ease of access for the internal and community. Characteristics according to Ploman's concept(1981) General characteristics are emerging in the application of information and communication technology in the current city administration of Lhokseumawe No.

_ _Characteristics _Hardware Availability _Software dan Brainware Availability _ _1 _ / _Able to provide information _Availability of computer with good software. But the absence of a large and good server _Software applications used are still from the central government (Jakarta) through their respective ministries, which are coordinated to the SKPK level in Kota Lhokseumawe.The new city administration presents "city.co.id" which is managed by a third party.

Furthermore, local financial applications (SIMDA) and SIM PAYMENTS for local

government to process salary payments are only connected between agencies only. _ _2 _ _User Friendly, properly designed to facilitate access to information for users. _The computer has supported by lcd screen, high processor. Also have started procuring laptops and wifi in a government agency. Wifi and smartphone modems.

_Application Socialization is very rare, resulting in many applications perceived very difficult in accessing information. Even many SKPKs in the city of Lhokseumawe still send letters manually (Paper Print) _ _3 _ _Has minimal response time _Processes that have been running are still internal agencies such as the use of LAN or internal WAN.

For other supporting facilities is still very little _The perceived benefits are very good from some government agencies that use the app and get a quick response from the public. On the other hand, still lack of experts and operators in data input _ _4 _ / _Reliable _Some of domains are still in the third party (vendor) and the use of wifi transmitter equipment is still very limited only a few SKPK only.

_internet applications from the central government is good but the application itself still less because it still pivate owner _ _5 _ _A fast cycle of innovation _The fazilitation of computers and supporting facilities in the application of information and communication technology is still budget shells and more for other projects _Self applications have been attempted to be inventoried and will be innovated in systems that are integrated by the Office of Communications and Information Technology and still lack expertise and need the preparation of permanent staff placement team of operators.

_ _6 _ _theTechnology is diverse and stable _Planning of server procurement in the office KOMINFO and a strategic place of building to reach all areas of the city of Lhokseumawe. While some SKPK still use server with small capacity for independent purposes. With a variety of brands Like CISCO and HUAWEI in the Social Service, Hewlett Packard (HP) at the Library and Filing Service, Lenovo at the Department of Population and Civil Registry, Dell at DPMG.

_Existing applications over connectivity from Central Government derived apps such as village financial report applications (SIMADES) in the DPMG Service, e-Planning Application at BAPPEDA, INLISLITE in Library and Filing Service, SIAK, Benroll, Bcardmanagement at the Population and Notes Department CIVILS, WEB SITE in Education and Culture Department.

still constrained in the division of tasks and budgets for experts and operators in input data _ _7 _ _Desentralisasi / Individualisme _ _Various web-based applications such as

Licensing Management Information System, "lhokseumawekota.go.id", INLISLITE, SIAK, BENROLL, BCARD Management, and PADATI (a network from the central government) network, while some of the applications used by other SKPKs still run only input system data administration only and not yet significant to be accessed by public.

_ _ Source: own interpretation and according to the observation and interview to the informan In the question of policy that mages the application of information and communication technology in Lhokseumawe City, in the preliminary interview, the researcher has not found the qanun of municipal government that specifically regulates the policy of application of Information and Communication Technology in planning process, development, implementation & development, and monitoring and evaluation of an activity both internally and externally in the city of Lhokseumawe.

However, the spirit to run services quickly, reliably and provide access to the public is strongly supported. From the explanation shawen that the leadership commitment in supporting the changes to the computerized reporting system. Because that way will facilitate and speed up reports and data at the city level.

With the information system, all information will be open, let alone the system is teritergrasi and interconnected in the implementation of local government system. The impact affects the performance of the apparatus and improves mobility as well as the speed of information will support the rapid development of gampong in effectiveness and efficiency. On the other hand it also supports the rights of the community on information disclosure as well as the process of public decision making.

Finally, binding regulations such as Qanun / Local regulations are indispensable in the application and development of information and communication technology, because with the regulation the city administration of Lhokseumawe will have a clear (grand design) direction towards the application and development of information and communication technology to be more advanced and varied in serving the community.

CONCLUSSION The characteristics of the application of information and communication technology in the city government is still very weak (not so reliable), just fiew has an open access to information, although it began to merge with the operator, but still a little value friendly with the community. Some innovations that are still in the upgrading of them is the information system has not been integrated, E-Office between SKPK not yet integrated, SIPPD / e-Planning application just started and not yet integrated with e-Musrenbang, Employment Application not yet integrated and still sebahagian input data with hardcopy document.

Furthermore, there are several systems with the same function as SIMBADA and SIMDA for asset data and SIMDA and SIM GAJI. There are still applications hosted on Third Party, such as Lhokseumawekota.go.id website at this time and not all SKPK owns and uses e-mail agencies as expected DISKOMINFO and Circular Letter of Ministry of Administrative Reform and Biroc (KEMENPAN-RB) ration Reform No. 06 of 2013. The Government's commitment is crucial to the success of an activity or program that will or is being done by the government itself.

The role of the Government in the implementation of a policy or program becomes the main actor in the success of a policy. From that, the commitment of Lhokseumawe city administration strongly supports the application of information and communication technology. Especially from the community empowerment sector of gampong, the use of technology system has facilitated decision making and supervision of gampong development through application of SIMAKDES which give report about administration and finance system of gampong-gampong that exist in Lhokseumawe city.

On the other hand, the strong commitment of Lhokseumawe city government to the application of information and communication technology has not been accompanied by the policy of regional and grand design. Although on the other hand has been trying to budget for the construction of data center (server) which will be managed by DISKOMINFO Lhokseumawe.

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