

The Influence of E Government on Public Service Quality

Annisa Ramadhani Siregar¹⁾, Sulastrri Destriani Panjaitan²⁾, Nopa Rohmendena Bintang³⁾, Sonia Helena Purba⁴⁾, Anisa Giawa⁵⁾, Galih Supraja^{6*)}

^{1,2,3,4,5,6)}Accounting Study Program, Faculty of Science – Social, Panca Budi Development University, Medan Indonesia

*Corresponding Author :

E-mail : galih@dosen.pancabudi.ac.id

Abstract

This study aims to analyze and determine the effect of e government on the quality of public services in Indonesia. This e government also uses a modern strategy that utilizes information and communication technology (ICT) to improve efficiency, transparency, and accessibility of public services. With a qualitative descriptive method, E government has a positive impact on the effectiveness of public services, such as increasing public satisfaction, service responsiveness, and operational efficiency. Implementation challenges include limited infrastructure, low digital literacy, organizational culture resistance, and budget constraints. The results of this study include improving ICT infrastructure, human resource training, intensifying socialization to the community, and developing policies that support digital transformation.

Keywords: *E-government, public services, information technology, efficiency, digital transformation.*

INTRODUCTION

In the current era of globalization and digitalization, significant changes in the way the government interacts with the public have taken place. E government, or electronic government, emerged in response to the demands of the times that encourage efficiency, transparency, and public participation in government processes. E government encompasses a wide range of information technology based applications and systems designed to improve public services, speed up information processing, and facilitate communication between government and citizens (Nasution et al, 2024).

Social media plays a crucial role in disseminating information to the public, especially in the midst of the increasing need for access to fast and accurate information (Nasution & Welly, 2023). In this context, Law No. 23/2014 on Regional Government gives governments the freedom to serve according to the needs and conditions of the people in their areas (Nasution et al, 2024). This law is the main guideline that confirms the significant powers held by local governments to exercise autonomy as a whole. Thus, local governments can manage their own government affairs, govern their territory and citizens, without any intervention from other parties (Lisdawati, 2022).

The quality of public services is one of the important indicators in assessing government performance (Nasution, 2023). By implementing e government, it is expected that services provided to the public can become faster, more accessible, and responsive to citizens' needs. Various initiatives, such as online service portals, mobile applications, and data management systems, are an integral part of the e government strategy that aims to meet the expectations of modern society (Nasution et al, 2021).

One of the main objectives of e government is to improve the quality of public services. The quality of public services includes speed, accuracy, accessibility, and public satisfaction with the services provided by the government. In this context, e government is expected to improve various aspects of services, ranging from applying for permits, paying taxes, to submitting complaints. By utilizing technology, the government can provide services that are more responsive and in accordance with the needs of the community.

Implementing e government is not just about replacing manual systems with digital ones. It involves fundamental changes in the way the government operates and interacts with the public. For example, online service portals allow the public to access information and services anytime and anywhere, reducing waiting time and bureaucracy that are often obstacles in conventional public services. In addition, the use of mobile applications and social media allows the government to communicate directly with the public, thereby increasing public participation and engagement in the decision making process.

However, although the potential of e government is huge, challenges in its implementation also need to be considered. First, information difficulties due to the lack of literacy level about e government in the community. Second, in some areas limited internet access and lack of technological devices are also still serious problems. Third, the risk of personal data leakage. In addition, resistance to change from within government organizations is also a significant challenge. Many government employees may feel uncomfortable with the use of new technology, so training and socialization are needed to ensure that all parties can adapt to the new e government system.

In this context, this study aims to explore the influence of e government on the quality of public services. By understanding the relationship between e government and the quality of public services, it is expected that useful recommendations can be obtained for the development of government policies and strategies in improving services to the public.

E Government is a government system that utilizes digital technology to carry out administration, public services, and supervision of resources more effectively and efficiently which aims to improve the quality of public services and build public trust in the government. According to Presidential Instruction Number 3 of 2003 issued on June 9, 2003, it sets out national policies and strategies for the development of e government in Indonesia. As stated in E Government at the White House quoted by (Teicher Hughes and Dow 2002) in Marc Holzer (2004: 25) that: E Government will change not only the way in which most public services are delivered, but also the fundamental relationship between government and citizens.

The development of information and communication technology as an entry point in e government to improve interaction between the government and its citizens according to (Green, 1982 and Ho, 2002) in Donald F. Norrs (2007). There are basically 3 (three) biggest challenges faced by the government and society in developing the concept of e government in their respective countries (Indrajit 2004):

1. Challenges related to creating and defining digital (and electronic) access channels that can be effectively used by the public and government
2. Challenges related to the involvement of other institutions outside the government (private commercial parties and other non commercial parties) in developing the required e government infrastructure and superstructure.
3. Challenges related to the preparation of institutional strategies are mainly related to investment and operational costs so that the e Government change management program can run smoothly as desired.

E government thus enables the government to provide more efficient and responsive services to the public. By utilizing information and communication technology (ICT), administrative processes become faster, so that people can access public services without having to face complicated bureaucracy.

In connection with the above opinion that if the bureaucracy is able to recognize the needs of the community, develop an agenda and service priorities and develop programs in accordance with the needs and aspirations of the community. This includes organizational arrangements in the public sector. Long organizational structures make the work process not only slow, but are often a source of information distortion which results in the bureaucracy failing to respond to public problems appropriately and quickly. Dwiyanto (2011: 175).

Public service is a crucial aspect of governance that aims to meet the needs of the community for goods, services, and administrative services, as stipulated in Law Number 25 of 2009. According to Grout and Stevens, Public services are services provided by the government to a large number of citizens. Significant market failures in the provision of services to society can encourage the government to participate in finance, production, or regulation (Agunggunanto et al., 2016).

In practice, legislative and executive arrangements often define public service functions. Where power and authority lies with the government and service provision comes from the state through elected representatives of society (Saputro, 2015). Public services must be reformed, remade and modernized. To provide better services to the community, there are several things that must be considered. To find out, we must look at users as consumers and citizens. Roziqin and Rozaq (2018) mention the following elements:

1. Accountability between providers and users;
2. Representation and involvement of the whole community and service users in discussions and decision making about policies and practices;
3. Information about the availability, convenience, organization, and performance of services related to user interests;
4. Including access availability, convenience, and adaptability to meet users' needs according to their requirements.

To build strong communities, public services are essential. Under some conditions, public services can serve as a center of assistance to support sustainable solidarity and shape public imagination and collective identity in some specific situations (Kuzairi et al., 2017).

Public services are very different from private services, which is based on the fact that public services can meet public needs that cannot be provided by the private market to be utilized by everyone (Kurniawan, 2016). Public services must be carried out in an innovative way to meet the needs of the community. This will ensure that users will participate in good public services. Better understanding can help citizens and service users deliver achievable promises and build trust in public service organizations. It should go beyond automation and seek to reconsider the broader nature of government services (Patria et al., 2018)

RESEARCH METHODS

This research uses a descriptive and qualitative approach to provide a deeper understanding of the implementation of e government and its influence on the quality of public services in Indonesia. It refers to various policies and documents related to the implementation of e

government, as well as relevant empirical data that occurs in central and local government agencies. This method is supported by a literature review of previous journals that discuss the successes and barriers of e government implementation. Various sources are used as references to strengthen the argument, including policy studies and available empirical evidence.

RESULTS AND DISCUSSION

In the process of reviewing the literature on the effect of e government on public services, this research draws from several previous research journals. Research conducted by Taufiqurokhman, Tony Pathony, Fritz Hotman Syahmahita Damanik, Arif Nurhakim, Loso Judijanto (2023) using quantitative and qualitative approach methods obtained the results that e government has a significant positive impact on the quality of public services. The results obtained from the transformation of e government through digitalization have a significant positive impact on public services. Where in the era of digitalization, public services have an impact on effectiveness, responsiveness, operational efficiency, and increased public satisfaction. The implications of this research are used as a basis for improving e government policies and developing better implementation strategies in the future.

Furthermore, in the second oldest research journal, the same results as the first research were obtained, namely significant, this research was conducted by Rokhi Nur Hamim, Aaliyah Meidiana, Canisa Helmi, Nurdin (2024) using a qualitative method approaching descriptive results that e government has a positive impact on people's perceptions and experiences of public services in Sukajaya Village. It was obtained from the E SAKIP website page that Sukajaya Village experienced a decrease in the number of poor households by 117.19% with the realization of 75 family cards released from poverty. And the stunting program in Sukajaya Village is on target. This shows that e government can have a positive effect on the development of Sukajaya Village, where Sukajaya Village experienced a development that reached 67.56%. The community satisfaction index (IKM) in Sukajaya Village reached the target of 96.69%. This achievement shows that the community is very satisfied with public services that meet expectations and exceed the limits of community expectations. The high SMI in Sukajaya Village shows that E government has succeeded in improving the quality and effectiveness of public services.

The third journal research conducted by Dedy Andrio M Karatem, Cecilia Engko, Linda Grace Loupatty (2024) This research uses quantitative methods using primary data types. This study found that the implementation of e government at the Office of Population and Civil Registry of Aru Islands Regency did not have a significant effect on the quality of public services, with a significance value of 0.538. Influencing factors include digital inequality, infrastructure limitations, lack of understanding, a resistive culture, and leadership conflicts. The main challenges are the availability of adequate infrastructure and awareness among the bureaucracy. A comprehensive approach involving various stakeholders is needed to address these issues and improve the quality of public services.

Furthermore, research conducted by Nurul Ainun Nisa, Ahmad Mustanir, Barisan, Muhammad Ikbal (2023) This research uses quantitative methods. The results of this study indicate that the effect of E Government in Bulu Village is at 56.3%, which is considered unfavorable. Meanwhile, the quality of service reached 62%, which was considered good. The effect of E Government on service quality is stated to have a significant effect with a value of

60%. Support from leaders and training are very important to improve public understanding. This study recommends that socialization and training be improved to maximize the use of the SIBERAS application, as well as the need for support from the government in developing technological infrastructure. Despite progress, there is still much to be done to improve public services.

Research conducted by Nurul Ni'matul Usriyah, Tukiman (2022) using qualitative methods obtained results showing that the application of e government has a significant and positive effect on the quality of public services on the use of health services in Madiun city. Obtained from descriptive statistics, the e government implementation variable is included in the high category. The service quality variable is explained by the e government implementation variable by 64.9%, and the remaining 35.1% is explained by other variables outside the service quality model in Madiun city. The results of this study indicate that the application of e government has a positive effect on service quality.

Research conducted by Rifdan, Haerul, Herlina Sakawati, Muhammad Nur Yamin (2024) using the literature review method to analyze the application of e government in improving the quality of public services in Tallo sub district, Makassar city. The research found that e government has a positive impact on improving the quality of public services. In the implementation of e government in Tallo sub district, Makassar city, it has improved administrative efficiency, accessibility of public services, as well as transparency and government accountability. This success is highly dependent on technological infrastructure, government commitment, community participation, and human resource development. Although it has shown positive results, there are still challenges that need to be overcome to optimize the benefits of e government such as technological infrastructure in Tallo sub district, Makassar city that needs to be improved.

Research conducted by Andana Adytia kusuma, Sadu Wasistiono, Andi Pitono (2021) Using qualitative methods to analyze the application of e government in improving the quality of public services at the Office of Capital services and one stop integrated services in Bandung city, West Java province. Researchers obtained the results that e government, improving the quality of public services at the One Stop Investment and Integrated Services Office (DPM PTSP) of Bandung City is good enough. Supported by central policies to regional apparatus organizations, although socialization to the public needs to be improved. The capacity element also supports with adequate budget, technology infrastructure, and potential employees. In addition, the implementation of e government has provided benefits for the community and government. The utilization of information and communication technology (ICT) has penetrated the world of government in developed countries.

Research conducted by Kurhayadi (2019) using descriptive qualitative methods shows the results that E government does not always have a positive impact on the quality of public services. E government is one of the public administration reform strategies to replace conventional service methods with a modern technology based approach. However, the research shows that government agencies that adopt e government do not have sufficient e public capabilities so that e government only functions to provide information through government sites. This shows that the government is less transparent and accountable so that the benefits of public services do not function properly. This is also caused by the low quality of human resources in managing e government, tight budget constraints and lack of recognition from the public.

This research was conducted by Yunissa Nur Wadiani (2018) using descriptive research methods (survey) to registered taxpayers at KPP Pratama Bandung Cibeuving who have used e Filling to determine public perceptions of e government in binding public quality. The study found that the quality of public services improved with the implementation of e government which was evaluated using the e GovQual approach in the good category. This study found that ease of access, trust, interaction functions, reliability, display and information content, and support for use obtained a result of 77.83%. This value shows that respondents' perceptions of the quality of e government services through e Filling KPP Pratama Bandung Cibeuving are in the good category. there are also sub variables with the highest value, namely the ease of access which results in a total value of 83%. This shows that taxpayers can easily access e Filling to submit annual tax returns. And the sub variable that obtained the lowest result was the reliability variable which obtained a result of 73% which was categorized as not good. This shows that access to loading on the reporting page is slow. In public satisfaction research, the results obtained were 77% which was categorized as good. There is also the highest sub indicator is the service process with a value of 84%, this result states that the existence of e Filling makes it easy for taxpayers to fill out the annual income tax return. Where taxpayers will also not be confused because they will be guided by a wizard when using e Filling.

Research conducted by Hendrian Hidayat (2023) uses qualitative methods to analyze the application of e government in improving the performance of public services in government agencies in Indonesia. This research underscores the importance of digital transformation in governance, focusing on efficiency, transparency, and accessibility of services to the public. Researchers found that e government plays a significant role in improving the quality of public services. This is supported by various factors, including supportive policies from the central government, adequate technological infrastructure, and the capacity of trained human resources. However, the study also noted challenges that need to be overcome, such as resistance to change, limited infrastructure in remote areas, and low digital literacy among the public.

CONCLUSION

Based on the analysis and compilation of the effect of e government on the quality of public services, it can be concluded as follows: Of the 10 journals, 8 have results showing that e government has a significant positive impact on the quality of public services. This finding is supported by the results of quantitative and qualitative data analysis from several studies that show a positive and significant correlation between the role of e government and improving the quality of public services. The influence of e government has a positive impact on improving the quality of public services, which can be seen from the data analysis conducted. There are 2 studies that state that e government has no significant effect on the quality of public services. With the phenomenon of lack of human resources in mastering e government, inadequate infrastructure and technology, the government is less mature in developing strategies, and the lack of budget provided.

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